

STATE OF WISCONSIN  
CLASSIFICATION SPECIFICATION

INFORMATION SYSTEMS (IS) NETWORK SUPPORT TECHNICIAN  
CLASSIFICATION SERIES

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under Wis. Admin. Code ER 2.04 for making classification decisions relative to present and future technical positions that perform agency/campus mainframe, microcomputer and/or local and wide area network (LAN/WAN) support. This specification will not specifically identify every eventuality or combination of duties and responsibilities of positions that currently exist, or those that result from changing program emphasis in the future. Rather, it is designed to serve as a framework for classification decision-making in this occupational area.

Classification decisions must be based on the “best fit” of the duties within the existing classification structure. The “best fit” is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the class concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards or factors; statements of inclusion and exclusion; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

This series encompasses technical positions responsible for providing routine first level help desk duties, technical assistance, and installation and/or support for distributed, non-agencywide local and wide area network (LAN/WAN) environments, mainframe and microcomputer hardware, software, and peripheral components for an agency, division, bureau, institution, campus, or academic department information technology center.

C. Exclusions

Excluded from this series are the following types of positions:

1. Positions that perform clerical or program assistant functions for the majority (greater than 50%) of the time and are more appropriately classified as Clerical Assistant or Program Assistant.
2. Clerical, paraprofessional or professional program policy development or implementation positions where the primary purpose and the majority of the assigned duties **utilize** computer systems that evaluate system effectiveness, provide problem resolution, training or technical assistance to program system users, but do **not** perform computer system installation, maintenance or support.

3. Positions engaged for the majority of the time (greater than 50%) in “professional employe” work as defined in Wis. Stats. 111.81(15) and as administered and interpreted by the Wisconsin Employment Relations Commission.
4. “Management” and “Supervisor” positions as defined in Wis. Stats. 111.81(13) and (19), and as administered and interpreted by the Wisconsin Employment Relations Commission.
5. Positions that perform duties for a majority of the time which are more appropriately classified as Information Systems (IS) Operations Support Technician, Information Systems (IS) Resources Support Technician, Information Systems (IS) Comprehensive Support Technician, Forms Technician or Computer Printing Technician.
6. All other positions more appropriately identified by other classification specifications.

D. Entrance and Progression Through This Series

Employees enter positions within this classification series by competitive examination. Progression to higher levels is typically done through reclassification as the employe satisfactorily attains the specified training, education, or experience.

## II. DEFINITIONS

For classification purposes, a position must meet the level definitions and perform job duties the majority of the time (greater than 50%) as described in Section II.B.

A. Level

### **INFORMATION SYSTEMS (IS) NETWORK SUPPORT TECHNICIAN-ENTRY**

Positions at this level work under **close** supervision and perform the most routine duties with clearly defined and specific objectives, guidelines, and instructions, exercising limited decision-making discretion. Assignments are narrow in scope.

### **INFORMATION SYSTEMS (IS) NETWORK SUPPORT TECHNICIAN-INTERMEDIATE**

Positions at this level work under **limited** supervision and perform duties that are more varied in nature than at the entry level.

### **INFORMATION SYSTEMS (IS) NETWORK SUPPORT TECHNICIAN-SENIOR**

Positions at this level work under **general** supervision. This is the full performance level that an employe can reasonably expect to obtain based on duties described in one or more of the job groups under II.B. Positions at this level may also participate in planning, coordinating, and implementing new or modified systems, and/or training new employes.

B. Job Group

Positions in this series perform any combination of work from the following job groups for a majority (greater than 50%) of the time.

**HELP DESK**

Positions in this job group perform IS technical-related work for a majority of the time providing routine first level technical assistance, troubleshooting, problem resolution and training to distributed environment agency or campus computer customers. Positions provide customer assistance in mainframe, microcomputer, operating system and/or office suite application software, such as word processing, spreadsheet, database, electronic mail, scheduling, telecommunications, or Internet; escalate problem to the next level of technical assistance when necessary; and provide new user network orientation for login, password change, email, and printing.

**NETWORK**

Positions in this job group perform IS technical-related work for a majority of the time providing routine support for a distributed, non-agencywide local or wide area network (LAN/WAN) environment and/or microcomputer hardware and peripheral equipment. Positions install, upgrade, and reconfigure network and workstation hardware and peripherals, such as monitors, keyboards, printers and disk drives; load and verify operating systems and software packages which may include word processing, spreadsheet, electronic mail and scheduling; perform routine file server backups to disk or tape; monitor file directories and security equivalencies; ensure pre-installation maintenance and wiring has been completed prior to new hardware installation or hardware reconfiguration; schedule periodic preventive maintenance to ensure proper computer hardware functionality, software upgrades, and operating system fixes. Positions may also define new network users and workstations, modify network user profiles, reset passwords, and ensure network documentation is maintained in accordance with state standards.

**PRODUCTION/CLIENT-SERVER SYSTEM SUPPORT**

Positions in this group perform IS technical-related work for a majority of the time provide routine production and client-server system support. Positions monitor production system and support equipment, host processors, operating systems, and applications; provide technical assistance to customers on tape tracks, disk access storage devices (DASD) and tape utilities; assist in DASD and optical space management; update the network/system problem log; direct the establishment of physical and logical connections to applications, and provide notification of network/system status to clients and management personnel.

**III. QUALIFICATIONS**

The qualifications required for these positions will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

**IV. ADMINISTRATIVE INFORMATION**

This classification series was created effective July 2, 2000 as a result of the Information Systems (IS) Technical and Related Survey and announced in Bulletin CLR/SC-115 to describe technical information systems network support positions.