

# INFORMATION TECHNOLOGY SPECIALIST

## ABOUT THIS JOB

Information Technology (IT) Specialists work with computer hardware and software. They analyze science, engineering, business and other data processing problems to implement and improve computer systems. They also analyze user requirements, procedures and problems to improve existing systems, and review computer system capabilities, workflow and scheduling limitations. IT Specialists are good at analyzing, planning and problem solving. They must also be flexible to work irregular hours when technical problems arise and need immediate attention.

## INFORMATION TECHNOLOGY SPECIALISTS PERFORM THE FOLLOWING TASKS:

- Oversee the daily performance of computer systems
- Answer user inquiries regarding computer software or hardware operation to resolve problems
- Set up equipment for employee use, and perform proper installation of cables, operating systems and software
- Install and perform minor repairs to hardware, software or peripheral equipment following design or installation specifications
- Maintain routers, switches and wireless technologies
- Read technical manuals, confer with users or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support
- Refer major hardware or software problems and defective products to vendors or technicians for service
- Confer with staff, users and management to establish requirements for new systems or modifications

## PREPARATION AND TRAINING FOR THIS POSITION

A high school diploma or GED, and a four-year college or university degree in computer science and/or certification from a technical program are required.



## EDUCATION:

- \* **HIGH SCHOOL DIPLOMA OR GED**
- \* **BACHELOR'S DEGREE AND/OR TECHNICAL PROGRAM**

