



COMMONWEALTH OF KENTUCKY JOB CLASS SPECIFICATION

IT CLIENT SUPPORT TECHNICIAN I

Job Number: 21005129

Job Code: 73520V250216

Job Group: 7300 - INFORMATION MANAGEMENT SYSTEMS

Job Established: 02/16/2025

Job Revised:

Grade: 12 Salary (MIN - MID):

\$18,680-\$28,020 - Hourly

\$3,035.50-\$4,553.26 - 37.5 Hr. Monthly Salary

\$3,237.88-\$4,856.80 - 40 Hr. Monthly Salary

Special Entrance Rate:

\$20,474 - Hourly

\$3,327.04 - 37.5 Hr. Monthly Salary

\$3,548.84 - 40 Hr. Monthly Salary

PROBATIONARY PERIOD:

This job has an initial and promotional probationary period of 6 months, except as provided in KRS 18A.111.

CHARACTERISTICS OF THE JOB: *Characteristics of a job are general statements indicating the level of responsibility and discretion of positions in that job classification. These are not intended to be an exhaustive list.*

Within Commonwealth of Technology (COT) and non-consolidated agencies, learns to provide client-side support for endpoint incidents related to operating systems and computer hardware or software. Assesses and gathers information pertaining to individual problems for users and provides routine troubleshooting solutions. Installs Information Technology (IT) related equipment according to enterprise standards; and performs other duties as required.

MINIMUM REQUIREMENTS:

EDUCATION:

High School graduate.

EXPERIENCE, TRAINING, OR SKILLS:

One year of experience in centralized endpoint management, systems analysis, systems support, or computer operating systems.

Substitute EDUCATION for EXPERIENCE:

Additional education in computer science, IT, or related field will substitute for the required experience on a year-for-year basis.

Substitute EXPERIENCE for EDUCATION:

Additional experience in centralized endpoint management, systems analysis, systems support, computer operating systems, or related field will substitute for the required education on a year-for-year basis OR a certification in an IT-related field will substitute for the required education.

SPECIAL REQUIREMENTS (AGE, LICENSURE, REGULATION, ETC.):

NONE

EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE JOB CLASSIFICATION: *Examples of duties or responsibilities are not to be construed as describing what the duties or responsibilities of any position shall be and are not to be construed as limiting the appointing authority's ability to assign, or otherwise alter the duties and responsibilities of a position. This is not intended to be an exhaustive list.*

Under direct supervision, shadows senior level technicians to develop knowledge and understanding of agency needs and technical requirements for the installation of computer hardware, agency specific software, drive mapping, printers, and other IT-related equipment according to enterprise standards. Learns to troubleshoot and resolves basic customer reported issues by providing client-side support for incidents relating to the operating system and computer hardware/software. Logs and tracks customer issues within the current IT Service Management (ITSM) platform. Maintains accurate record reporting in an agency ITSM solution of hardware inventory and ticket management Escalates more complex issues; and assists in resolving incidents and service requests.

UNIQUE PHYSICAL REQUIREMENTS:

Any unique physical requirements necessary to perform the duties of a specific position will be listed on the individual position description, if applicable.

TYPICAL WORKING CONDITIONS: *Incumbents in the job will typically perform their job duties under these conditions.*

Typical working conditions for a specific position may be listed on the individual position description.

ADDITIONAL REQUIREMENTS:

Upon employment, employees in this job classification may be required to maintain a valid driver's license and may be required to drive a licensed vehicle. This status may be necessary for the length of time in this job classification. If this is necessary, it will be listed in the specific position description for the position at issue. Applicants and employees in this job classification may be required to submit to a drug- screening test and background check. Applicants and employees in positions which perform job duties that may require contact with offenders in the custody or supervision of the Department of Corrections or with youth in the care, custody, or supervision of the Department of Juvenile Justice must meet qualifications pursuant to the federal Prison Rape Elimination Act, 28 C.F.R.115.17 and 115.317.

The Commonwealth of Kentucky does not discriminate on the basis of race, color, sex, disability, age, national origin, religion, sexual orientation, gender identity or expression, pregnancy or related medical condition, marital or familial status, ancestry, political affiliation, genetic information, or veteran status in accordance with state and federal laws.