Information Technology Systems Technician

State Classification: [IT Systems Technician I – 10525](#)

Job Description: This position is based in Montgomery. The IT Systems Technician will function as part of the Education Information and Data Systems team. The position reports to the Director of Education Information and Data Systems. The state job classification is IT Systems Technician I with job code 10525.

Key Responsibilities:

- Assist with ensuring proper operation and maintenance of department-owned technology resources.
- Provide assistance to users and resolve IT-related questions and problems in the department.
- Assist with configuration, distribution, organization, and inventorying of department technology resources.
- Assist with ensuring that updates are maintained and current on all department devices.
- Assist with enhancements, revisions, and User Acceptance Testing (UAT) pertaining to department's Microsoft Office365 and other digital programs, deployments, and configurations.
- Assist with creation and maintenance of employee network accounts.
- Assist with ensuring that technology resources designated for trainings and meetings are always ready and available, and provide support as needed for users.
- Provide training on department technology resources as needed.
- Assist with collection and wiping of relinquished department devices, and preparation of them for reissuing and/or surplusage.
- Work with Education Information and Data Systems team and all levels of department employees on projects and initiatives.

Qualifications:

- Graduation from High School or GED and at least one (1) year of experience in troubleshooting and installing Business and/or Government applications software and/or hardware, or troubleshooting and installing telecommunications systems, such as performing adds, changes, and deletes.
- College/technical school credit in Information Systems may be substituted for the required experience on a year-for-year basis.

- Individuals on the employment register may be selectively certified by the specialty areas of personal computers and telecommunications.

To be eligible for hire, all qualified candidates must apply through the State Personnel Department and be listed on the state register. Visit www.personnel.alabama.gov to submit an application.

For more information about this position and how to apply, please get in touch with Tameka Gilmore at tameka.gilmore.ece.alabama.gov.