



State of Alabama Personnel Department  
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[www.personnel.alabama.gov](http://www.personnel.alabama.gov)

Continuous Announcement

## IT SYSTEMS TECHNICIAN II – 10526

**Salary:** \$50,253.60 - \$84,280.80  
Starting salary upon initial appointment to the merit system may be based on various factors.

**Announcement Date:** February 21, 2024

**Revised Date:** September 18, 2024

### JOB INFORMATION

The IT Systems Technician II is a position used by various agencies throughout the state. This is fully functional technical support work assisting end-users in more complex aspects of information technology. Employees in this class are responsible for resolving PC hardware & software issues, telecommunications device issues, hardware & software installation, and remote maintenance related issues that have escalated from the Technician I level. Incumbents in this class perform moderate to more complex and technical work, involving collaboration with IT staff in various divisions or functions.

### MINIMUM REQUIREMENT(S)

- One year of credit from an accredited\* college or technical school in the field of Information Systems and two (2) years of experience in troubleshooting and installing Business and/or Government applications software and/or hardware.

OR

- One year of credit from an accredited\* college or technical school in the field of Information Systems and two (2) years of experience in troubleshooting and installing telecommunications systems, such as performing adds, changes, and deletes.

### ADDITIONAL REQUIREMENT(S)

- If you would like for your education to be considered, you must submit an official college transcript for each accredited\* postsecondary academic institution attended. Original transcripts issued to students, photocopies of transcripts, and faxed transcripts will be accepted. Information obtained from the internet will NOT be accepted. Applicants can upload their transcripts when applying online through the Application Portal or attach them to their application when applying by email, mail, or fax. You may also request to have your school, or a third-party transcript service, send your transcript directly to the State Personnel Department at [transcripts@personnel.alabama.gov](mailto:transcripts@personnel.alabama.gov). Official transcripts which have been submitted for any state job will remain on file in our system and will not need to be resubmitted. You may call or email the transcripts email to verify.

### NOTE(S)

- Responsible qualifying experience beyond the required minimum of two years may be substituted for the required education on a year-for-year basis (e.g., one year of additional experience equals one year of college/technical school). \*\*See reverse side of announcement for more detail regarding substitution.
- College/technical school credit in Information Systems beyond the required minimum of one year 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 listed below:
  - Personal Computer
  - Telecommunications

### EXAMINATION

- Open-Competitive to all applicants.
- An evaluation of Training and Experience as shown on the application will comprise 100% of the applicant's final score for the open-competitive register. Please be detailed, since your score will be derived solely from the information you provide on your application.

### HOW TO APPLY

- Complete an Application for Examination Form available at [www.personnel.alabama.gov](http://www.personnel.alabama.gov), the above address, or any Alabama Career Center Office.
- Apply on-line, by mail, by fax or by email at [apply@personnel.alabama.gov](mailto:apply@personnel.alabama.gov). Applications will be accepted until further notice. The State Personnel Department is not responsible for late receipt of applications due to mail service or faxing malfunctions.
- Individuals currently on the register DO NOT need to reapply to remain eligible for employment.

**THE STATE OF ALABAMA IS AN EQUAL OPPORTUNITY EMPLOYER**

\*Please refer to the back of this announcement for complete information on State Personnel's policy for accepting post-secondary and advanced degrees.

Except for pretest information provided by State Personnel to all applicants, you should not directly or indirectly obtain information about examinations. If you do, the State Personnel Director may do several things. One, you may not be given an examination. Two, you may be disqualified after an examination. Three, your name may be removed from a register. Or four, your name may not be certified from the register. (Rules of the State Personnel Board, Chapter 670-x-9). According to the Code of Alabama, 36-26-47, a willful violation of exam security is a misdemeanor. Any person who is convicted of this type of misdemeanor will be ineligible for appointment to or employment in a position in State service for a period of five years and, if the person is an officer or employee of the State, will forfeit his or her office or position.

If you know of anyone who has violated this policy, you should contact the Examination Manager at the State Personnel Department.

**Applicants hired by the State of Alabama on or after January 1, 2012, will be subject to the E-Verify process pursuant to Act No. 2011-535.**

State of Alabama Personnel Department  
 Policy on Accepting College Coursework, Post-Secondary and Advanced Degrees

1. Specific college coursework required for a job classification, as well as bachelor’s, graduate, postgraduate, and doctoral degrees will be accepted from schools accredited by the Distance Education Accrediting Commission (DEAC) or any of the six regional accreditation associations in the United States listed below:
  - Southern Association of Colleges and Schools (SACS)
  - Middle States Commission on Higher Education (MSCHE)
  - Northwest Commission on Colleges and Universities (NWCCU)
  - Higher Learning Commission (HLC)
  - New England Commission of Higher Education (NECHE)
  - Western Association of Schools and Colleges –Senior College and University Commission (WASC-SCUC)

College coursework is defined as credit hours leading to a bachelor’s degree or higher.

2. Coursework or degrees from schools that have not been accredited by one of the above accreditation associations may be accepted if a **regionally accredited school\*** considers the coursework or degree to be an acceptable prerequisite for admission to an advanced degree program. For example, if a regionally accredited school accepts an applicant’s bachelor’s degree for admittance into a graduate degree program, State Personnel will accept the degree. In the case of required college coursework (but no degree requirement), State Personnel will accept the college coursework if a regionally accredited school accepts the coursework towards a post-secondary degree (e.g., a bachelor’s degree). **This must be documented by a letter of acceptance from the regionally accredited school.** State Personnel will review such requests on a case-by-case basis.

Note: This policy is subject to change. Certain state agencies may have additional requirements.

\*The term “regionally accredited school” refers to an institution of higher education accredited by one of the six regional accreditation associations listed above.

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**\*\*Substitution: Education and Experience Equivalents**  
 (see above for college coursework accreditation policy)

**Applicants may qualify with any one of the following combinations of education and experience:**

<b>Three years</b> of college coursework (90 semester hours or 135 quarter hours) to include 27 semester hours or 45 quarter hours of IT coursework <b>plus no</b> experience.
<b>Two years</b> of college coursework (60 semester hours or 90 quarter hours) to include 18 semester hours or 30 quarter hours of IT coursework <b>plus 1 year</b> of the required experience.
<b>One year</b> of college coursework (30 semester hours or 45 quarter hours) to include 9 semester hours or 15 quarter hours of IT coursework <b>plus 2 years</b> of the required experience.
<b>High School Diploma/GED plus three years</b> of the required experience.