



State of Alabama Personnel Department
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www.personnel.alabama.gov

Continuous Announcement

IT SYSTEMS TECHNICIAN I – 10525

Salary: \$36,508.80 - \$61,063.20
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 I is a position used by various agencies throughout the state. This is technical work assisting end-users in non-complex aspects of information technology. Employees in this class initially perform introductory-level duties of a routine nature; however, as the employee becomes more proficient, the level of difficulty may increase. Employees in this class provide technical desk support, PC hardware & software troubleshooting, telecommunications device troubleshooting, hardware/software installation, and remote maintenance related issues by fielding telephone, help desk calls, and/or email communications.

MINIMUM REQUIREMENT(S)

- Graduation from High School or GED and one (1) year of experience in troubleshooting and installing Business and/or Government applications software and/or hardware.

OR

- Graduation from High School or GED and one (1) year 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. 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)

- College/technical school credit in Information Systems may be substituted for the required experience on a year-for-year basis (e.g., one year of education equals one year of experience). **See reverse side of announcement for more detail regarding substitution.
- 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, the above address, or any Alabama Career Center Office.
- Apply on-line, by mail, by fax or by email at 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.

****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:

One year of college coursework (30 semester hours or 45 quarter hours) to include 9 semester hours or 15 quarter hours of IT coursework plus no experience.
High School Diploma/GED plus one year of the required experience.