

IT Account and Access Management Intermediate

Job Code: 7562

Salary Grade: S09

FLSA Status: Exempt

The following statements are designed to outline the general functions and typical responsibility levels associated with positions in this classification. They are not intended to serve as an exhaustive list of specific duties or requirements for individual positions assigned to this classification.

Duties and Responsibilities

Works in a team environment focused on IT account management (creation, modification, disabling, and deletion). Works with internal and external stakeholders to identify, diagnose, and fix items related to IT account and access. The selected individual reports to the Lead, Accounts and Access position and ensures users have the appropriate account and access to university resources. Must be self-motivated and able to prioritize account maintenance tasks. When needed, the individual assists Service Desk members with general help and acts as an escalation point for all account questions.

- Performs elevated support for account related inquiries.
- Creates, disables, deletes, and modifies accounts using documented methods and approved products/procedures.
- Creates, modifies, and deletes permission lists and roles within University systems.
- Collaborates with end-users, core users, and internal teams on account resolution.
- Documents account and access procedures and processes.
- Creates, modifies, and manages users and resources in AD and M365.
- Performs daily account tickets and tasks (on-boarding, termination, account access) through the OU ITSM tool.
- Collaborates with external and internal users during system upgrades.
- Investigates opportunities to utilize automated processes to assist in account related inquiries and requests.
- Acts as a backup to the Service Desk and take user phone calls when needed.
- Perform various duties as needed to successfully fulfill the function of the position.

Minimum Qualifications

Education:

Required: Bachelor's degree.

Equivalency/Substitution: Will accept 48 months of experience in lieu of Bachelor's Degree for a total of 60 months related experience.

Experience:

Required: 12 months of experience with account management.

Certifications or Licenses:

- None

Verification of education and licensure (if applicable) will be required if selected for hire.

Knowledge, Skills, and Abilities

- Ability to work in a high-stress environment
- Excellent verbal and written communication skills, interpersonal, and teaching skills
- Advanced anticipation, analytical, and problem-solving skills
- Ability to remain current on the latest technology and best practices in information security
- Detail oriented for accuracy of data and information

Working Conditions

Physical:

Sits for prolonged periods. Manual dexterity. Ability to engage in repetitive motion and communicate effectively.

Environmental:

Standard Office Work Environment.

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