IT Support Technician V (0756)

Basic Purpose/Job Function: Coordinates computer, network, and/or telecommunications operations and services in the support of any size department. In most instances, supervises all information technology positions lower than a Level IV or large work group that may include exempt employees. Projects tend to require a high level of technical and/or project management expertise. Individual at this level normally makes all final decisions regarding all facets of the work performed in the organizational unit. Tasks are high end and complex such as identifying source of trouble when equipment malfunctions, repairing any defective equipment, or hiring the proper contractor to repair any defective equipment. Tasks require above average organizational and communication skills, the exercise of discretion and initiative to determine proper course of action while establishing work/performance standards of personnel and/or systems while using ethical standards and best practices.

Examples of Titles Replaced: Data Technician II

Typical Functions May Include:

1. Directing the evaluation/troubleshooting of service calls relating to computers and peripherals
2. Overseeing, evaluating, and prioritizing service requests
3. Recommending modifications and upgrades to departmental systems
4. Developing recommendations supported by thorough research usually accompanied by alternatives
5. Reading and understanding schematics and technical drawings and documents
6. Leading multiple projects from planning through completion; may direct one or more crews of technicians by assigning tasks, mentoring/training, and quality assurance
7. Escalating issues, informing, and advising supervisors
8. Maintaining certification through vendors to work on equipment
9. Completing repair records and billing information
10. Ordering supplies as needed for repair
11. Using specialized software for diagnostic testing
12. Performing all budgeting and accounting for work unit as it relates to the position, per the department requirements, and/or at the discretion of the supervisor over the area
13. Preparing or overseeing work schedules
14. Serving on workplace teams for project and strategic planning initiatives
15. Representing supervisors as needed
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16. Demonstrating safe practices and compliance with applicable workplace regulations

17. May develop and enforce computer security related issues

18. May be responsible for hiring/firing of lower level employees including evaluation, managing disciplinary issues, and training

19. Performing other related duties as assigned

Risk Management: Uses established safety practices to protect health and safety of personnel and property. If supervising or serving as the lead, ensures that personnel supervised are informed of and adhere to established health and safety practices associated with assigned tasks.

Supervision of Others: Serves as leader of overall work unit for all assigned shifts, provides technical direction, is responsible for the training of new personnel, and directly oversees the work of all individuals in work unit.

Supervision Received: Receives little or no supervision from Manager. Employee determines action to be taken handling all but policies and procedures established by administration.

Minimum Qualifications:

- **Education**: Associates Degree
  - **Type**: Computer Science, Microsoft Certified, MIS, Engineering, Arts and Sciences

- **Experience**: 30 or more months
  - **Type**: Computer software/hardware setup, maintenance, upgrading, and troubleshooting. Familiarity with operating systems, online services, and networked applications function.

- **Skills**: Uses tools and equipment with proficiency and may instruct others in use of tools and equipment; reads and interprets complex written or printed materials; demonstrates proficient use/knowledge of addition, subtraction, multiplication and division; demonstrates proficient and innovative use of internet, databases, networks, and operating systems; able to give and/or receive oral and/or written instructions in clear, precise language; able to train co-workers, area, and/or other users on integrated use of technology tools such as office productivity, online information services, and enterprise resource systems; performs record keeping operations that may require high-level automated logging in journals; demonstrates leadership and strong organizational skills; demonstrates strong communication skills - ability to communicate effectively with the entire campus community including faculty, staff, students and external vendors; able to work under pressure and meet deadlines; able to work independently, in a team environment, and in groups, many times serving as lead; able to contribute change management
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initiatives and possible outcomes have been thoroughly researched; able to know how and where to find information to complete projects; identifies and makes recommendations for needs of users; willing to adapt to and learn new skills, making recommendations for change and new ways of moving forward; performs oral or written tasks requiring extensive knowledge of grammatical structure, vocabulary and formats; development and delivery of end-user training materials is done without the work being monitored; works from minimal instructions and guidelines and has initiative to ask questions, make recommendations on issues/concerns, and is able to plan, coordinate, and/or oversee projects. In many instances is delivering the instructions and guidelines for projects and sees the project to conclusion; willing and able to share ideas and knowledge; establishes and measures goals of own unit or area, teams, and individuals; utilizes innovative technologies to improve operations and customer satisfaction; able to manage multiple projects assigned to them; able to lead and motivate staff; can interpret policies and procedures effectively to guide self and others; proactively recognizes need, anticipates outcomes and consequences of different approaches and makes necessary adjustments to plans to achieve desired outcomes; establishes effective priorities against competing requirements; committed to continual personal growth and learning; anticipates problems before they become problems.

- **Special Requirements**: May perform shift work; may require some overnight travel; may be required to bend, lift, stoop, carry equipment; may be required to carry equipment up to 50 lbs.; may have constant exposure to load noises; may be exposed to extreme temperature changes and an outdoor environment; may run errands between campuses and around campus; may be required to drive; may have vision requirements for color-coded wires, lines, and other electrical equipment; may be required to climb ladders, crawl into attics or under buildings while pushing/pulling equipment; may run errands or deliver equipment to various offices on/off campus; may be required to take assessment tests for advancement; may be required to have driver’s license and background checks before and during employment; may be required to test for drugs and take a physical.

- **Licenses**: Determined by the nature of the position and/or department. Licenses may be required to maintain position or status.

- **Certifications**: Determined by the nature of the position and/or department. Certifications may be required to maintain position or status.

Minimum requirements may be met by an equivalent combination of education and experience, unless otherwise designated in writing by the department. Departments are responsible for site-specific job descriptions.