Information Technology Analyst II (2521)

Basic Purpose/Job Function: Applying systems analysis, administration and design techniques to evaluate user needs and develop solutions; managing assigned projects, including assigned staff.

Examples of Titles Replaced: Systems Analyst; Systems Programmer; Software Engineer; Systems Administration Specialist

Typical Functions May Include:

1. Determining computer problems and coordinating hardware and/or software solutions which do not always have precedents; developing and/or modifying and adapting systems, hardware configurations, and programs to meet individually specified needs

2. Planning, designing, and coordinating the installation, testing and modification of complex systems and subsystems

3. Administering, maintaining, migrating, and upgrading complex systems and system components; writing specifications for system components

4. Specifying, developing, debugging, converting, and modifying computer programs using a range of programming languages.

5. Maintaining and upgrading system architectures.

6. Participating in the development of proposals consisting of objectives, scope, and expectations

7. Providing functional/technical supervision for assigned projects; interpreting policies and procedures effectively to guide self and others

8. Establishing and measuring goals of own unit or area, teams and individuals; initiating new activities in support of goals

9. Providing on-call support and problem resolution for computer applications

10. Developing and maintaining change management policies, procedures, and documentation; maintaining appropriate vendors’ certification and training for both hardware and software

11. Preparing and giving presentations

12. May train end users on established programs

13. Delivering excellent customer service to all constituencies

14. Performing other related duties as assigned
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Risk Management: Uses established safety practices to protect the health and safety of personnel and property. Adheres to University computing policies and follows recognized information security practices to protect the integrity of University systems and the network.

Supervision of Others: May supervise a small staff.

Supervision Received: Receives general supervision from designated supervisor.

Minimum Qualifications:

Education: Bachelor’s Degree

Experience: 18 - 36 months

Skills: Demonstrated excellent organizational, oral and written communication skills. Demonstrated decision-making skills. Able to communicate, integrate, and prioritize requirements. Ability to manage multiple, parallel activities and organize time and resources. High expertise in at least one software/system design application. Functional working knowledge of specialty area, with ability to apply standard and nonstandard technology designs and applications. Independently learns appropriate techniques to apply and adapt new ideas in related, different or changing situations.

Special Requirements: Frequent exposure to pressure caused by deadlines and busy periods; requires minimum travel; requires contact with other departments and university officials

Licenses: Determined by the nature of the position and/or department

Certifications: Determined by the nature of the position and/or department

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.