Information Technology Specialist III (2977)

**Basic Purpose/Job Function:** Overseeing and providing consulting, technical support, and training regarding computer hardware and software; planning designing and bringing to completion specific to complex projects.

**Examples of Titles Replaced:** Manager, Computer Operations; Manager, Help Desk; Manager, Technology Services; Manager, Multimedia Training and Support

**Typical Functions May Include:**

1. Evaluates applicability of new or revised computer systems/applications technology for computer-and technology-related activities

2. Defining, implementing, and maintaining desktop hardware and software standards

3. Managing documentation and change management processes for systems, services and applications in area of responsibility

4. Consulting, administering and instructing customers on computer hardware and software, audiovisual and non-traditional research materials

5. Serving as a liaison or advisor to other University departments, external agencies, vendors, or service providers

6. Planning, designing and developing training, communications, and support programs; conducting presentations, executive briefings, and formal courses on applications and system operations; training users as well as developing curriculum and instructional materials

7. Developing and maintaining software needed to support data collection and online training, websites and applications

8. Researching, evaluating, recommending and/or purchasing technology equipment, including computers, software, electronic supplies and participating in long-range planning for future technology; designing and initiating new technical architecture plans; proposing and implementing change models for improving departmental operations

9. Interpreting and managing site license policies, leasing agreements, and service provider contracts

10. Developing, implementing, and managing service level agreements with external constituencies

11. Advising on projects, grants, and proposals

12. Managing problem-resolution and escalation processes; providing on-call support and problem resolution for computer applications

13. Maintaining appropriate vendors’ certification and training for both hardware and software;
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14. Performing other related duties as assigned

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: Directs and integrates work of other analysts.

Supervision Received: Receives limited supervision from designated supervisor.

Minimum Qualifications:

Education: Bachelor’s Degree

Experience: 36 - 48 months

Skills: Highly developed written, oral and presentation communication skills. Ability to lead, build workplace teams and manage change. Ability to resolve conflict. Expertise in multiple/software/system design applications with ability to interface between them. Advanced and comprehensive knowledge of the process area, including ability to develop and integrate highly complex information technology systems. Independently solves advanced problems without supervision.

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.