Information Technology Specialist II (2534)

**Basic Purpose/Job Function:** Providing consulting, technical support, and training to users regarding computer hardware and software; managing assigned projects, including assigned staff.

**Examples of Titles Replaced:** Microcomputer Consultant; Computer Instruction and Training Specialist; Coordinator, Departmental Computing Systems

**Typical Functions May Include:**

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

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

3. Conducting presentations and formal courses on applications and system operations; training users as well as developing documentation and instructional materials

4. Developing and maintaining software needed to support data collection and online training, websites and applications, which do not always have precedents

5. Recommending acquisition of software and computer/media equipment

6. Managing site licenses and agreements

7. Providing on-call support and problem resolution for computer applications; 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. May be responsible for the day-to-day operation of a computer lab or instructional media center, maintaining property control records, and allocation of equipment, facilities and software

10. Researching and providing subject matter expertise for projects and proposals

11. Consulting with faculty and staff on instructional and media technologies, instructional design and delivery, and on media productions

12. Analyzing, categorizing, and prioritizing service requests

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: Able to communicate, integrated, prioritized 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.