Information Technology Specialist I (2220)

Basic Purpose/Job Function: Providing technical support to users regarding computer hardware and software; actively contributing as a member of working teams to achieve desired results.

Examples of Titles Replaced: Computer Specialist; Information Technology Specialist; Microcomputer Coordinator

Typical Functions May Include:

1. Maintaining, installing and troubleshooting computer hardware, software applications, and associated peripherals
2. Researching availability of equipment and software, and acting as a liaison to hardware and software vendors, and external service providers
3. Processing computer and network installation requests
4. Providing technical support to users and advising on the correct use of available software and hardware resources; providing customized solutions for end-users as needed
5. Assisting faculty and staff with instructional and media technologies, and on media productions
6. Providing on-call support and problem resolution for computer applications
7. Assessing needs of organization and own area
8. May work with a specific technology to provide a solution to a technical need such as telecommunication or business systems, with assignments involving new systems design, enhancement of existing systems, and system analysis related to performance measurements of current operations
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. Maintaining instructional and technical materials and documentation
11. Delivering excellent customer service to all constituencies
12. May train end users on established programs
13. 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.
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**Supervision of Others**: May supervise a small staff.

**Supervision Received**: Receives general supervision from designated supervisor.

**Minimum Qualifications**:

**Education**: Bachelor’s Degree

**Experience**: 0 -24 months

**Skills**: Demonstrated oral and written communication skills. Demonstrated good organizational and decision-making skills. Ability to embrace change. Ability to effectively use at least one software/system design application. Basic knowledge of specialty area, with limited ability to integrate and coordinate elements of that area of expertise. Ability to learn and work independently.

**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.