Information Technology Technician III (2528)

Basic Purpose/Job Function: Overseeing and providing interpretations, consultation, and technical support to users; planning, designing and bringing to completion specific to complex projects.

Examples of Titles Replaced: Manager, College Computer Network

Typical Functions May Include:

1. Supervising network configuration; additions/deletions and overall network health
2. Developing, maintaining, or modifying programming logic and system configurations to comply with complex policies, rules, or regulations
3. Designing, maintaining and upgrading existing networks and remote connectivity
4. Providing technical consulting to users regarding system usage, access and needs as well as software usage and development within area of expertise
5. Completing reports and summaries for management and/or users including status reports, problem reports, progress summaries, and system utilization reports
6. Evaluating networking equipment and new networking technology
7. Researching, designing and initiating new technical architecture plans; proposing and implementing change models for improving departmental operations
8. Planning new network connections (including new buildings, new telecommunications closets and departmental connections)
9. May coordinate the technical activities of a project team
10. Reviewing and recommending procedures that effectively guide self and others
11. Resolving problems involving procedural and technical matters which do not always have precedents
12. Assessing system logs; creating and maintaining databases; writing system scripts
13. May produce reports and summaries for management and/or users including status reports, problem reports, progress summaries, and system utilization reports
14. Following department’s established business processes, including problem escalation and change management.
15. Delivering excellent customer service to all constituencies.
16. 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: Directing and integrating the work of other technicians.

Supervision Received: Receives limited supervision from designated supervisor.

Education: Bachelor’s Degree

Experience: 36 - 48 months

Skills: Highly developed written, oral and presentation communication skills. Ability to lead change and 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.