Information Technology Technician II (2527)

**Basic Purpose/Job Function:** Providing interpretations, consultation, and technical support to users; managing assigned projects, including assigned staff.

**Examples of Titles Replaced:** Senior Network Specialist; Superintendent, Telecommunications Installation and Maintenance

**Typical Functions May Include:**

1. Maintaining, installing and troubleshooting computer hardware/software and associated peripherals
2. Planning and managing network cabling installations
3. Maintaining and upgrading an approved network architecture
4. Configuring and maintaining network and computer equipment
5. Evaluating networking equipment and new networking technology
6. Interpreting policies and procedures effectively to guide self and others
7. Resolving problems involving procedural and technical matters which do not always have precedents
8. Establishing and measuring goals of own unit or area, teams and individuals; initiating new activities in support of goals
9. Assessing network architecture and recommending improvements
10. Maintaining logs and databases; writing system scripts
11. May produce reports and summaries for management and/or users including status reports, problem reports, progress summaries, and system utilization reports
12. Following department’s established business processes, including problem escalation and change management.
13. Delivering excellent customer service to all constituencies.
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.
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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: 18 - 36 months

Skills: Able to communicate, define, 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.