

### Class Concept

This is complex professional work in providing comprehensive and innovative planning and analytical and technical assistance to users in the preparation of programs and applications to support research, instructional and administrative activities within universities and state agencies. Employees may provide consultation, support and/or training for technology-based systems. Employees may provide support of hardware, applications, operating systems, and networking. This function requires an in-depth understanding of a wide variety of technologies to effectively support end-users and provide guidance to others. These employees may participate in applications development, system integration and networking activities. This work requires very strong communication skills, an ability to effectively interact with a broad range of end-users and others, as well as an ability to use a variety of resources for providing support. Employees at this level typically provide advanced support for a broad range of technologies, or in-depth support for a more narrowly defined area of technology. These employees may be responsible for oversight of user support programs, projects, or systems.

### Recruitment Standards

#### Knowledge, Skills, and Abilities

- Thorough knowledge, understanding and use of the principles, theories and practices pertinent to the area of responsibility.
- Thorough knowledge of appropriate security measures of the organization.
- Ability to integrate knowledge and skills from a range of technologies to address work assignments and problems of moderate to high complexity.
- Ability to implement and research appropriate new technologies.
- Ability to independently resolve unique problems through advanced system analysis and troubleshooting procedures and without a pre-determined course of action. Work requires excellent analytical and problem-solving skills.
- Ability to communicate solutions to technicians, analyst, other specialists, and other affected personnel to aid their future solving ability.
- Ability to establish and maintain effective working relationships.
- Ability to provide leadership and planning for organization.
- Ability to proactively establish a positive relationship by demonstrating a sense of urgency in interactions with clients.
- Ability to analyze and assess client needs to develop effective and appropriate solutions.

#### Minimum Education and Experience

Bachelor's degree in computer science or an IT related field from an appropriately accredited institution and two years of experience in the information technology field related to the position's role; or

Associate degree in computer science or an IT related field from an appropriately accredited institution and three years of experience in the information technology field related to the position's role; or

High School or General Educational Development (GED) diploma and five years of experience in the information technology field related to the position's role; or an equivalent combination of education and experience.

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.