THE UNIVERSITY OF TENNESSEE

DRAFT – March 9, 2018

INFORMATION TECHNOLOGY JOB FAMILY – INFORMATION TECHNOLOGY TECHNICIAN

JOB FAMILY CONCEPT: The Information Technology (IT) job family is responsible for all aspects of Information Technology activities and for providing user-friendly technology services to the campus community and visitors. IT roles provide direction and support for information and communication technologies. The IT job family performs and participates in the functions and activities related to infrastructure, systems, applications, support, security, and business intelligence.

INFORMATION TECHNOLOGY (IT) TECHNICIAN
The Information Technology (IT) Technician role provides support for infrastructure, systems, equipment, help desk, and facilities. This role also operates equipment and provides installation services. The IT Technician role is the first line of customer interface within an IT unit. Provides end-user training and documentation.

> The **IT Technician** role is distinguished from the **IT Administrator/Analyst** role in that it is responsible for infrastructure support, identification of problems, and providing first line customer support.

INFORMATION TECHNOLOGY TECHNICIAN 1

Typical Functions

- Monitors equipment and status of systems.
- Records information about system operations.
- Ensures systems operate properly.
- Contacts proper parties to report issues when alarm or alert is activated.
- Operates computers.
- Monitors the rights to program/software licenses.
- May move equipment.
- May provide work direction to students.

Complexity and Decision Making Authority
Decisions are routine and guided by policies and procedures.

Knowledge, Skills, and Abilities
Knowledge of basic computer operations. Record keeping skills. Ability to follow and understand written and oral instructions.

Education/Experience
High School diploma or the equivalent and one year relevant experience, or an equivalent combination of education, training, and experience. Applicable certification may be preferred.

INFORMATION TECHNOLOGY TECHNICIAN 2

Typical Functions

- Receives trouble communications as the first line of support, and researches and diagnoses problems.
- Assists users to remedy routine problems.
- Performs local and remote testing to diagnose problems.
- Adds to support documentation.

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- Identifies security concerns and elevates to appropriate levels.
- Trains users on basic operation and maintenance of computers, classrooms, and components.
- Installs, configures, and sets up equipment and software.
- Works with faculty and staff on IT related projects and makes recommendations for purchases.
- May work with internal and external support personnel to resolve problems.
- May provide work direction or supervision to student employees.

Complexity and Decision Making Authority
Decisions made are largely guided by existing policies and procedures. Refers complex issues to a higher level.

Knowledge, Skills, and Abilities
Ability to analyze problems and find the proper solution. Excellent customer service and interpersonal skills. Ability to follow and understand written and oral instructions. Ability to understand and apply standards.

Education/Experience
High School diploma or the equivalent and three years relevant experience, or an equivalent combination of education, training, and experience. Applicable certification may be preferred.

INFORMATION TECHNOLOGY TECHNICIAN 3

Typical Functions

- Assists users to remedy more complex problems, by performing local and remote testing.
- Operates as the on-site expert for support and problem resolution and/or leads a team performing similar functions.
- Works with faculty, staff, and students on information technology related projects.
- Prepares, installs, and repairs equipment and information technology infrastructures.
- Provides training on specialized equipment, software, and systems.
- Develops, maintains and adds to support documentation.
- Analyzes basic requests for equipment and infrastructure upgrades or changes.
- Develops end user training for area of expertise.
- Works with internal and external support personnel to resolve problems.
- May provide work direction or supervision to student employees.
- May have oversight of an area or facility.

Complexity and Decision Making Authority
Work is performed within established guidelines. Decisions include how to carry out work in varying circumstances by interpreting individual situations and determining which guidelines are most effective out of those available.

Knowledge, Skills, and Abilities
Knowledge of several technical areas or in depth knowledge of single technical area. Excellent customer service skills. Ability to interpret information and apply problem-solving techniques to resolve problems. Ability to explain technical information to a diverse audience with varying technical skills. Ability to conduct training.

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Education/Experience
Associate's degree in a relevant field, and three years relevant experience, or an equivalent combination of education, training, and experience. Applicable certification may be preferred.

INFORMATION TECHNOLOGY TECHNICIAN 4

Typical Functions

- Recognized as the expert or lead for a functional area of responsibility.
- Assesses and analyzes the most complex problems.
- Works with faculty, staff, and students on complex information technology related projects.
- Prepares, installs, and repairs complex equipment and information technology infrastructures and may work with external vendors to complete these tasks.
- Develops, maintains and adds to support documentation.
- Makes recommendations for process and procedure updates.
- Evaluates, defines, and makes recommendations for proposals and requests for complex equipment and infrastructure creation and upgrades.
- Documents and analyzes data and trends and creates reports.
- Works with internal and external support personnel to resolve problems.
- Designs and delivers complex end user training for area of expertise.
- Designs and develops information technology systems or spaces.
- May provide work direction, train and/or supervise lower level staff.

Complexity and Decision Making Authority
Applies broader aspects of established practices and procedures to situations not falling clearly within the limitations of accepted practices.

Knowledge, Skills, and Abilities
Advanced knowledge of multiple technical areas. Ability to think strategically. Ability to analyze data and trends and prepare reports. Ability to lead.

Education/Experience
Associate's degree in a relevant field, and five years progressively responsible experience, or an equivalent combination of education, training, and experience. Applicable certification may be preferred.