

DRAFT – March 9, 2018

INFORMATION TECHNOLOGY JOB FAMILY – INFORMATION TECHNOLOGY ADMINISTRATOR/ANALYST

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) ADMINISTRATOR/ANALYST

The Information Technology (IT) Administrator/Analyst role provides support and collaboration for the design, development, testing, maintenance, documentation, and administration of projects and solutions. This role provides support to the academic, research and operational mission of the University. While the end product may be different for positions in this role, the functions performed are similar in nature. This role regularly participates in relevant professional development activities to ensure relevancy with current practices and knowledge.

The **IT Administrator/Analyst** role is distinguished from the **IT Technician** role in that it is responsible for creating solutions to problems identified by university stakeholders and partners. The **IT Administrator/Analyst** role is primarily responsible for the delivery of service, administration of projects, and the design of solutions.

The **IT Administrator/Analyst** role is distinguished from the **IT Management** role in that it is primarily responsible for the delivery of services and project management. While the **IT Administrator/Analyst** role may supervise, it does not exist to do so.

INFORMATION TECHNOLOGY ADMINISTRATOR/ANALYST 1

Typical Functions

- Independently analyzes technical problems and implements solutions in collaboration with higher level staff and/or supervisor.
- Maintains, deploys, designs, tests, and manages small scope projects, software and/or systems under the direction of senior staff.
- Small scope typically refers to a project or system with small user bases, lower impact, and more routine in nature, or simple to moderately difficult programs or solutions that may be part of a larger information system.
- Serves on project teams to develop and implement projects and software.
- Assists with development and implementation of projects and software systems.
- Conducts training.
- Follows and creates documentation and testing plans.

Complexity and Decision Making Authority

Work is governed by standard procedures, policies, or discipline techniques. Determines how to solve problems using experience and knowledge. Work is supervised for overall accuracy and quality of results.

Knowledge, Skills, and Abilities

Knowledge of technical area. Effective verbal and written communication skills. Ability to analyze problems and formulate solutions. Ability to provide excellent customer service. Ability to deliver training. Ability to learn and understand new systems.

DRAFT – March 9, 2018

Education/Experience

Associate's degree in relevant field and one year relevant IT experience, or an equivalent combination of education, training, and experience.

INFORMATION TECHNOLOGY ADMINISTRATOR/ANALYST 2

Typical Functions

- Independently analyzes and solves complex technical problems.
- Maintains, deploys, designs, tests, and manages medium to large scope projects under the direction of senior staff.
- Medium to large scope typically refers to a project or system with large user bases, medium impact, or moderate to advanced-level programs or solutions that may be part of a larger information system.
- Serves on and may lead project teams to develop and implement projects and software.
- Develops, implements, and supports projects and software systems that satisfy a variety of user needs.
- Develops and conducts training.
- Follows, creates, and deploys documentation and testing plans.
- Provides support after project implementation.
- Creates a bridge between purchased products and University needs.
- Works with campus project partners to help define needs.
- Mentors junior IT staff.
- May manage licenses for purchased products/software.

Complexity and Decision Making Authority

Independently solves complex problems based on past knowledge and experience. Work is completed with little to no oversight.

Knowledge, Skills, and Abilities

Emerging knowledge of technical area and how systems interrelate. Training development and delivery skills. Ability to understand how systems relate to one another. Ability to analyze more complex or unusual situations and provide effective recommendations for problem resolution. Ability to mentor staff and project members.

Education/Experience

Bachelor's degree in relevant field and one year relevant IT experience, or an equivalent combination of education, training, and experience.

INFORMATION TECHNOLOGY ADMINISTRATOR/ANALYST 3

Typical Functions

- Independently analyzes and solves highly complex technical problems.
- Leads, modifies, deploys, implements, designs, tests, and manages critical, high impact, or urgent projects.
- Leads project teams to develop and implement projects and software, which includes planning, managing resources, communicating progress, and delivering final products.
- Provides work direction to employees and manages large service areas or systems.
- Researches emerging technologies and/or threats, and provides training.

DRAFT – March 9, 2018

- Based on university needs, determines if technical solutions should be purchased or created in house for highly complex projects.
- Works with campus project partners to help define needs, often across multiple functional areas.
- Interacts with external vendors and contractors for technical solutions.
- Mentors junior staff.
- May supervise a small staff.

Complexity and Decision Making Authority

Determines approaches to take to solve problems based on past experience, policies, procedures, and regulations. Latitude is given in determining objectives and prioritizing work.

Knowledge, Skills, and Abilities

Advanced knowledge of technical area. Expert level ability to understand how systems are inter-related. Ability to define business requirements, often times with limited information. Ability to successfully lead teams and projects. Ability to mentor and provide work direction.

Education/Experience

Bachelor's degree in relevant field and three years relevant IT experience, or an equivalent combination of education, training, and experience.

INFORMATION TECHNOLOGY ADMINISTRATOR/ANALYST 4

Typical Functions

- Leads the analysis and problem solving for the most complex and mission critical systems.
- Solves the most complex problems and implements solutions by planning, managing resources, communicating progress and delivering final products.
- Provides expertise for the design and development of projects within all levels of complexity.
- Responsible for functions that have the greatest impact to the University and budgets.
- Manages work teams, sometimes with conflicting priorities, and defines scope of objectives for projects based on user needs.
- Interacts with external vendors and contractors to develop solutions.
- Researches emerging technologies and threats, implements solutions, and provides training.
- Identifies strategic areas of development, and either contributes to the strategic planning process or independently directs projects to meet developments.
- Designs, collects, analyzes metrics, and creates reports for dissemination to senior staff.
- Supervises work of other IT staff and provides work direction and mentoring to junior staff.

Complexity and Decision Making Authority

Exercises considerable independent judgment, work is managed by results. Resolves problems that require integrated solutions and understanding of resource needs.

Knowledge, Skills, and Abilities

Expert level knowledge in one or more areas. Knowledge of mission critical areas, and the ability to understand the importance and implications associated with these areas. Project management skills. Negotiation skills.

DRAFT – March 9, 2018

Education/Experience

Bachelor's degree in relevant field and five years progressively responsible relevant IT experience, or an equivalent combination of education, training, and experience.