Job Family - Information Technology

Job architecture is a University initiative that creates transparency and understanding about how staff positions are organized by job family, career track, and job level. A job family is a broad grouping of job profiles that span across the University, and use the same skills and knowledge to deliver a specific expertise type. A career track is a group of related job profiles in the same job family that represent the same nature of work with varying levels of contributions. This table of contents organizes job profiles in the Information Technology job family by career track.

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<thead>
<tr>
<th>Career Track</th>
<th>Career Track Definition</th>
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</table>
| Business Intelligence & Analytics | Develops and implements cohesive strategy for analytics and supports the use of analytic platforms and administrative data across the University. Prepares administrative data for joint analyses across multiple domains. Partners with functional stewards, business units, and user partners to deliver reporting and analytic solutions with appropriate data governance and secure access. | Business Intelligence & Analytics, Director  
Business Intelligence & Analytics, Sr. Manager  
Business Intelligence & Analytics, Manager  
Business Intelligence & Analytics, Advisor  
Business Intelligence & Analytics, Sr. Specialist  
Business Intelligence & Analytics, Specialist  
Business Intelligence & Analytics, Sr. Analyst  
Business Intelligence & Analytics, Analyst |
| Business Systems Analysis | Acts as a liaison between the IT group and business units for the development and implementation of new systems and enhancement of existing systems. Evaluates new applications and identifies systems requirements. Evaluates new IT developments and evolving business requirements, and recommends appropriate systems alternatives and/or enhancements to current systems. | Business Systems Analysis, Director  
Business Systems Analysis, Sr. Manager  
Business Systems Analysis, Manager  
Business Systems Analysis, Sr. Specialist  
Business Systems Analysis, Specialist  
Business Systems Analysis, Sr. Analyst  
Business Systems Analysis, Analyst |
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<tr>
<td>Computer Operations</td>
<td>Provides operational support for the University's information systems and peripheral equipment, such as data centers, servers, network equipment, application servers, database servers, web servers, and storage devices. Maintains, updates, monitors, and services computer systems hardware and software. Oversees batch processing, backup and emergency response solutions, and level one support.</td>
<td>Computer Operations, Sr. Manager&lt;br&gt;Computer Operations, Manager&lt;br&gt;Computer Operations, Specialist&lt;br&gt;Computer Operations, Sr. Analyst&lt;br&gt;Computer Operations, Analyst&lt;br&gt;Computer Operations, Technical Specialist&lt;br&gt;Computer Operations, Sr. Technician&lt;br&gt;Computer Operations, Technician&lt;br&gt;Computer Operations, Technical Assistant</td>
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<tr>
<td>Data Control</td>
<td>Reviews source documents for data input. Checks accuracy and relevance of input and output data by visual examination, correcting codes and batching for computer processing. Verifies output against control totals, reviews format and accuracy of printouts, and distributes information to appropriate departments.</td>
<td>Data Control, Technical Specialist&lt;br&gt;Data Control, Sr. Technician</td>
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<tr>
<td>Database Administration</td>
<td>Administers database utilities, monitors the relationships between the database users and applications, and maintains the University's databases across multiple platforms and computing environments. Maintains database support tools, database tables and dictionaries and recovery and back-up procedures. Provides training to end users.</td>
<td>Database Administration, Sr. Manager&lt;br&gt;Database Administration, Manager&lt;br&gt;Database Administration, Sr. Specialist&lt;br&gt;Database Administration, Specialist&lt;br&gt;Database Administration, Sr. Analyst&lt;br&gt;Database Administration, Analyst</td>
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<tr>
<td>IT Project Management</td>
<td>Manages all aspects of a diverse IT project or multiple IT projects, typically involving multiple groups in the IT family. Creates budgets and manages resources and schedules. Utilizes expertise and leadership skills to direct staff and to resolve issues to ensure project goals and requirements are met.</td>
<td>IT Project Management, Director&lt;br&gt;IT Project Management, Sr. Manager&lt;br&gt;IT Project Management, Manager&lt;br&gt;IT Project Management, Sr. Specialist&lt;br&gt;IT Project Management, Specialist&lt;br&gt;IT Project Management, Sr. Analyst</td>
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<tr>
<td>IT User Support</td>
<td>Takes ownership of and resolves customer issues regarding hardware, software, site licensing, networking, and audio and video devices. Supports customers through the installation of applications and computer peripherals, and remotely by researching and identifying solutions. Walks users through problem-solving process and deploys a variety of devices to customers, including computers, tablets, mobile phones, projectors, speakers, and printers/copiers.</td>
<td>IT User Support, Sr. Director&lt;br&gt;IT User Support, Sr. Manager&lt;br&gt;IT User Support, Manager&lt;br&gt;IT User Support, Supervisor&lt;br&gt;IT User Support, Specialist&lt;br&gt;IT User Support, Sr. Analyst&lt;br&gt;IT User Support, Analyst&lt;br&gt;IT User Support, Technical Lead&lt;br&gt;IT User Support, Technical Specialist&lt;br&gt;IT User Support, Sr. Technician&lt;br&gt;IT User Support, Technician</td>
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<tr>
<td>Network Administration</td>
<td>Manages the University public and/or private networks. Maintains LANs and/or WANs; diagnoses and resolves network issues. Evaluates and recommends networking hardware products and software upgrades.</td>
<td>Network Administration, Manager Network Administration, Supervisor Network Administration, Sr. Specialist Network Administration, Specialist Network Administration, Sr. Analyst Network Administration, Analyst Network Administration, Technical Specialist Network Administration, Sr. Technician</td>
</tr>
<tr>
<td>Network Engineering</td>
<td>Plans and develops network systems by applying engineering, hardware, and software design theories and principles to develop a compatible system infrastructure in line with University strategies.</td>
<td>Network Engineering, Director Network Engineering, Sr. Manager Network Engineering, Manager Network Engineering, Advisor Network Engineering, Sr. Specialist Network Engineering, Specialist Network Engineering, Sr. Analyst Network Engineering, Analyst</td>
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</table>
| Programming         | Performs and oversees a variety of activities relating to software support and/or development. Oversees technical development projects and the implementation of applications and/or websites. Provides analysis, design, development, debugging, and modification of computer code for applications, beta general releases, and production support. Develops and builds web pages, applications and user interfaces using a variety of software applications, techniques, and tools. New development, break fixes, maintenance, operational support of code and application ecosystem currently in production. Includes overall application administration and integration management. | Programming, Sr. Director  
Programming, Director  
Programming, Sr. Manager  
Programming, Manager  
Programming, Supervisor  
Programming, Advisor  
Programming, Sr. Specialist  
Programming, Specialist  
Programming, Sr. Analyst  
Programming, Analyst |
| Quality Acceptance Testing | Is responsible for quality acceptance testing and monitoring within Information Technology. Coordinates necessary testing efforts. Creates, documents, and implements quality processes at multiple stages prior to release to end users.                        | Quality Acceptance Testing, Specialist  
Quality Acceptance Testing, Sr. Analyst                                                                 |

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<td>Systems Administration</td>
<td>Provides hands-on maintenance for production servers. Installs, configures, and maintains operating systems and utility software, using best practices and professional standards. Recommends, installs, and maintains appropriate levels of hardware and software firewalls associated with specific server implementations. Designs, scales, and builds automated approaches across all stages of infrastructure development. Continually improves automation of services, monitoring, alerting services, and resiliency. Provides tooling to all of development, operations and infrastructure, patch and maintain Windows and Linux servers. Actively participates in the design and development of products and projects.</td>
<td>Systems Administration, Sr. Director Systems Administration, Director Systems Administration, Sr. Manager Systems Administration, Manager Systems Administration, Supervisor Systems Administration, Advisor Systems Administration, Sr. Specialist Systems Administration, Specialist Systems Administration, Sr. Analyst Systems Administration, Technical Specialist Systems Administration, Sr. Technician</td>
</tr>
<tr>
<td>Telecommunications Services</td>
<td>Manages front-end order processing and client support for all telecommunication services across the University and Medical Center, including audio/web/video conference services; cellular services; service adds, moves, and changes; and auditing of voice and data services. Provides support for telecommunication project planning and implementation, and conducts contract reviews and negotiations with external service providers.</td>
<td>Telecommunications Services, Director Telecommunications Services, Sr. Manager Telecommunications Services, Manager Telecommunications Services, Supervisor Telecommunications Services, Sr. Specialist Telecommunications Services, Specialist Telecommunications Services, Sr. Analyst Telecommunications Services, Analyst Telecommunications Services, Business Sr. Assistant</td>
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</tbody>
</table>
## Job Profile: Business Intelligence & Analytics, Director

### Job Summary

The job provides leadership and direction through managers responsible for developing analytic programs and supporting the use of analytic platforms and administrative data across the University. Reviews administrative data for joint analyses across multiple domains. Partners with functional stewards, business units, and user partners to develop reporting and analytic solutions with appropriate data governance and secure access.

### FLSA Status

- **Exempt**
- **Non-Exempt**

**Role Impact**

- **People Manager**
- **Individual Contributor**

### Job Code

ITBIAM4

**Job Level**

M4

### Job Family Description

Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

**Job Level Description**

Provides leadership and direction through managers. Is accountable for the performance and results of related departments. Executes functional plans and contributes to the development of unit strategy. Decisions are guided by division, school or sub-function strategy and priorities.

### Responsibilities

1. Manages employees through staff, usually other managers. Establishes performance goals, allocates resources and assesses policies for direct subordinates.
2. Oversees departmental plans to maintain administrative data. Ensures that the data is accessible, easy-to-use, flexible, and suitable for various analytical purposes, including joint analyses across multiple domains and interactions across multiple systems.
3. Establishes additional data warehouse and reporting environments as needed. Manages relationships with the University's primary software suppliers for end-user data access, query, reporting, and display.
4. Performs other related work as needed.

### Education, Experience and Certifications

**Education**

- Minimum requirements include a college or university degree in related field.

**Experience**

- Minimum requirements include knowledge and skills developed through 10+ years of work experience in a related job discipline.

**Licenses and Certifications**

- None.
## Job Profile: Business Intelligence & Analytics, Sr. Manager

### Job Summary
The job may manage multiple teams of managers and/or professional staff responsible for developing analytic programs and supporting the use of analytic platforms and administrative data across the University. Reviews administrative data for joint analyses across multiple domains. Partners with functional stewards, business units, and user partners to develop reporting and analytic solutions with appropriate data governance and secure access.

### FLSA Status
- ☒ Exempt
- ☐ Non-Exempt

### Role Impact
- ☒ People Manager
- ☐ Individual Contributor

### Job Code
ITBIAM3

### Job Level
M3

### Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

### Job Level Description
Provides leadership to managers and professional staff. Is accountable for the performance and results of multiple related teams. Develops departmental plans, including business, operational and/or organizational priorities. Decisions are guided by resource availability and functional objectives.

### Responsibilities
1. Manages managers and professional staff. Establishes performance goals, allocates resources and assesses policies for direct subordinates.
2. Develops departmental plans to maintain administrative data. Ensures that the data is accessible, easy-to-use, flexible, and suitable for various analytical purposes, including joint analyses across multiple domains and interactions across multiple systems.
3. Develops additional data warehouse and reporting environments as needed. Manages relationships with the University's primary software suppliers for end-user data access, query, reporting, and display.
4. Performs other related work as needed.

### Education, Experience and Certifications

#### Education
- Minimum requirements include a college or university degree in related field.

#### Experience
- Minimum requirements include knowledge and skills developed through 7+ years of work experience in a related job discipline.

#### Licenses and Certifications
- None.

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**Table of Contents**
### Job Profile: Business Intelligence & Analytics, Manager

#### Job Summary
The job manages professional staff responsible for developing analytic programs and supporting the use of analytic platforms and administrative data across the University. Reviews administrative data for joint analyses across multiple domains. Partners with functional stewards, business units, and user partners to develop reporting and analytic solutions with appropriate data governance and secure access.

#### FLSA Status
- ☑ Exempt
- □ Non-Exempt

#### Role Impact
- ☑ People Manager
- □ Individual Contributor

#### Job Code
ITBIAM2

#### Job Level
M2

#### Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

#### Job Level Description
Manages professional employees and/or supervisors. Is accountable for the performance and results of a team within own discipline. Adapts departmental plans and priorities to address resource and operational challenges. Decisions are guided by policies, procedures and business plan; receives guidance from manager. Provides technical guidance to employees, colleagues and/or customers.

#### Responsibilities
1. Manages professional staff. Establishes performance goals, allocates resources and assesses policies for direct subordinates.
2. Recommends departmental plans to maintain administrative data. Ensures that the data is accessible, easy-to-use, flexible, and suitable for various analytical purposes, including joint analyses across multiple domains and interactions across multiple systems.
3. Plans additional data warehouse and reporting environments as needed. Manages relationships with the University's primary software suppliers for end-user data access, query, reporting, and display.
4. Performs other related work as needed.

#### Education, Experience and Certifications

##### Education
- Minimum requirements include a college or university degree in related field.

##### Experience
- Minimum requirements include knowledge and skills developed through 7+ years of work experience in a related job discipline.

##### Licenses and Certifications
- None.
Job Profile: Business Intelligence & Analytics, Advisor

Job Summary
The job is recognized as an expert within University, leading the development of analytic programs and supporting the use of analytic platforms and administrative data across the University. Reviews administrative data for joint analyses across multiple domains. Partners with functional stewards, business units, and user partners to develop reporting and analytic solutions with appropriate data governance and secure access.

FLSA Status | Role Impact
---|---
☒ Exempt | ☐ People Manager | ☒ Individual Contributor
☐ Non-Exempt

Job Code | Job Level
---|---
ITBIAP5 | P5

Job Family Description | Job Level Description
---|---
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices. | Is a centralized role and a recognized expert within the University with campus-wide impact. Anticipates internal and or external business challenges that impact the University, vendor and/or regulatory issues; recommends process, product or service improvements. Solves unique and complex problems that have a broad impact on the University. Progression to this level is restricted on the basis of University requirements.

Responsibilities
1. Recommends process improvement in the development of Business Intelligence (BI) and other analytical applications. Works to achieve an integrated reporting and analysis environment, effectively leveraging analytical systems and tools.
2. Solves unique and complex problems relating to requirements analysis, translating requirements into a scope document and developing reporting deliverables based on the design.
3. Works with users to ensure deliverables are meeting or exceeding expectations. Provides support and communicates issues to users as defined by IT standards. Monitors access control and troubleshoot BI and analytic applications.
4. Provides expertise in planning, testing, and roll-out of patches and upgrades to the BI and analytic software. Solves complex problems in the development and interpretation of BI and analytics system standards and procedures.
5. Performs other related work as needed.

Education, Experience and Certifications

Education
- Minimum requirements include a college or university degree in related field.

Experience
- Minimum requirements include knowledge and skills developed through 7+ years of work experience in a related job discipline.

Licenses and Certifications
- None.
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Job Profile: Business Intelligence & Analytics, Sr. Specialist

Job Summary
The job leads and provides expertise to the development of analytic programs and supports the use of analytic platforms and administrative data across the University. Reviews administrative data for joint analyses across multiple domains. Partners with functional stewards, business units, and user partners to develop reporting and analytic solutions with appropriate data governance and secure access.

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Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization’s infrastructure and for end-user devices.

Job Level Description
Requires specialized depth and/or breadth of expertise. Interprets internal or external University issues and recommends best practices. Solves complex problems; takes a broad perspective to identify innovative solutions. Works independently, with guidance in only the most complex situations. May lead cross-functional or divisional teams or projects.

Responsibilities
1. Leads the development of Business Intelligence (BI) and other analytical applications. Works to achieve an integrated reporting and analysis environment, effectively leveraging analytical systems and tools.
2. Leads requirements analysis, translating requirements into a scope document and developing reporting deliverables based on the design.
3. Works with users to ensure deliverables are meeting or exceeding expectations. Provides support and communicates issues to users as defined by IT standards. Monitors access control and troubleshoot BI and analytic applications.
4. Provides expertise in planning, testing, and roll-out of patches and upgrades to the BI and analytic software. Solves complex problems in the development and interpretation of BI and analytics system standards and procedures.
5. Performs other related work as needed.

Education, Experience and Certifications

Education
- Minimum requirements include a college or university degree in related field.

Experience
- Minimum requirements include knowledge and skills developed through 7+ years of work experience in a related job discipline.

Licenses and Certifications
- None.
## Job Profile: Business Intelligence & Analytics, Specialist

### Job Summary

The job develops and implements analytic programs and supports the use of analytic platforms and administrative data across the University. Reviews administrative data for joint analyses across multiple domains. Partners with functional stewards, business units, and user partners to develop reporting and analytic solutions with appropriate data governance and secure access.

### FLSA Status

| ☒ Exempt | ☐ Non-Exempt | ☐ People Manager | ☒ Individual Contributor |

### Job Code and Level

| ITBIAP3 | P3 |

### Job Family Description

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<td>Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.</td>
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<tr>
<td>Requires in-depth knowledge and experience. Uses best practices and knowledge of internal or external University issues to improve products or services. Solves complex problems; takes a new perspective using existing solutions. Works independently, receives minimal guidance. Acts as a resource for colleagues with less experience.</td>
</tr>
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</table>

### Responsibilities

1. Develops Business Intelligence (BI) and other analytical applications. Works to achieve an integrated reporting and analysis environment, effectively leveraging analytical systems and tools.
2. Guides requirements analysis, translating requirements into a scope document and developing reporting deliverables based on the design.
3. Works with users to ensure deliverables are meeting or exceeding expectations. Provides support and communicates issues to users as defined by IT standards.
4. Plans, tests and guides roll-out of patches and upgrades to the BI and analytic software. Solves problems in the development and interpretation of BI and analytics system standards and procedures.
5. Performs other related work as needed.

### Education, Experience and Certifications

#### Education

- Minimum requirements include a college or university degree in related field.

#### Experience

- Minimum requirements include knowledge and skills developed through 5-7 years of work experience in a related job discipline.

#### Licenses and Certifications

- None.
### Job Profile: Business Intelligence & Analytics, Sr. Analyst

#### Job Summary
The job performs a range of activities to develop analytic platforms and maintain administrative data across the University. Routinely partners with functional stewards, business units, and user partners to help deliver reporting and analytic solutions with appropriate data governance and secure access. Receives a moderate level of guidance and direction.

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#### Role Impact
| ☐ People Manager | ☑ Individual Contributor |

#### Job Code
ITBIAP2

#### Job Level
P2

#### Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

#### Job Level Description
Requires knowledge and experience in own discipline; still acquiring higher-level knowledge and skills. Builds knowledge of the organization, processes and customers. Solves a range of straightforward problems. Analyzes possible solutions using standard procedures. Receives a moderate level of guidance and direction.

#### Responsibilities
1. Participates in the development of Business Intelligence (BI) and other analytical applications. Works to achieve an integrated reporting and analysis environment, effectively leveraging analytical systems and tools.
2. Plans and executes requirements analysis, translating requirements into a scope document and developing reporting deliverables based on the design.
3. Works with users to ensure deliverables are meeting or exceeding expectations. Provides support and communicates issues to users as defined by IT standards. Monitors access control and troubleshoot BI and analytic applications.
4. Participates in planning, testing, and roll-out of patches and upgrades to the BI and analytic software. Participates in the development and interpretation of BI and analytics system standards and procedures.
5. Performs other related work as needed.

#### Education, Experience and Certifications

**Education**
- Minimum requirements include a college or university degree in related field.

**Experience**
- Minimum requirements include knowledge and skills developed through 2-5 years of work experience in a related job discipline.

**Licenses and Certifications**
- None.
## Job Profile: Business Intelligence & Analytics, Analyst

### Job Summary

The job performs routine assignments related to developing analytic platforms and maintain administrative data across the University. Routinely partners with functional stewards, business units, and user partners to help deliver reporting and analytic solutions with appropriate data governance and secure access. Receives a moderate/high level of guidance and direction.

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<td>☐ People Manager</td>
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<tr>
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### Job Family Description

Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

### Job Level Description

Performs routine assignments in the entry level to a professional job progression. Typically requires a college or university degree or the equivalent work experience that provides knowledge and exposure to fundamental theories, principles and concepts. Develops competence by performing structured work assignments. Uses existing procedures to solve routine or standard problems. Receives instruction, guidance and direction from others.

### Responsibilities

1. Participates in the development of Business Intelligence (BI) and other analytical applications. Works to achieve an integrated reporting and analysis environment, effectively leveraging analytical systems and tools.
2. Conducts requirements analysis, translating requirements into a scope document and developing reporting deliverables based on the design.
3. Works with users to ensure deliverables are meeting or exceeding expectations. Provides support and communicates issues to users as defined by IT standards.
4. Participates in planning, testing, and roll-out of patches and upgrades to the BI and analytic software. Participates in the development and interpretation of BI and analytics system standards and procedures.
5. Performs other related work as needed.

### Education, Experience and Certifications

**Education**
- Minimum requirements include a college or university degree in related field.

**Experience**
- Minimum requirements include knowledge and skills developed through less than 2 years of work experience in a related job discipline.

**Licenses and Certifications**
- None.
# Job Profile: Business Systems Analysis, Director

## Job Summary

The job provides leadership and direction through managers who are responsible for the development and implementation of new systems and enhancement of existing systems. Reviews new applications and IT developments to determine integration opportunities given evolving business and system requirements. Oversees the planning, development, and implementation of appropriate systems alternatives and/or enhancements to current systems.

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<td>□ Individual Contributor</td>
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</table>

### Job Code

ITBSAM4

### Job Level

M4

### Job Family Description

Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization’s infrastructure and for end-user devices.

### Job Level Description

Provides leadership and direction through managers. Is accountable for the performance and results of related departments. Executes functional plans and contributes to the development of unit strategy. Decisions are guided by division, school or sub-function strategy and priorities.

### Responsibilities

1. Manages employees through subordinates, usually other managers. Establishes performance goals, allocates resources, directs training, and assesses policies for direct subordinates.
2. Collaborates with IT leadership to develop the strategy, plan, communications, and service responsibilities for business systems.
3. Ensures the implementation and maintenance of collaboration systems and services for University faculty, researchers, students and staff. Represents Collaborative Services and serves as a key communication channel for the function.
4. Performs other related work as needed.

### Education, Experience and Certifications

#### Education

- Minimum requirements include a college or university degree in related field.

#### Experience

- Minimum requirements include knowledge and skills developed through 10+ years of work experience in a related job discipline.

#### Licenses and Certifications

- None.

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Job Profile: Business Systems Analysis, Sr. Manager

Job Summary
The job may manage multiple related teams of managers and/or professional staff responsible for the development and implementation of new systems and enhancement of existing systems. Reviews new applications and IT developments to determine integration opportunities given evolving business and system requirements. Oversees the planning, development, and implementation of appropriate systems alternatives and/or enhancements to current systems.

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<tr>
<td>ITBSAM3</td>
<td>M3</td>
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Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization’s infrastructure and for end-user devices.

Job Level Description
Provides leadership to managers and professional staff. Is accountable for the performance and results of multiple related teams. Develops departmental plans, including business, operational and/or organizational priorities. Decisions are guided by resource availability and functional objectives.

Responsibilities
1. Manages managers and professional staff. Establishes performance goals, allocates resources and assesses policies for direct subordinates.
2. Collaborates with IT leadership to develop the strategy, plan communications, and service responsibilities for business systems.
3. Ensures the implementation and maintenance of collaboration systems and services for University faculty, researchers, students and staff. Represents Collaborative Services and serves as a key communication channel for the function.
4. Performs other related work as needed.

Education, Experience and Certifications

Education
- Minimum requirements include a college or university degree in related field.

Experience
- Minimum requirements include knowledge and skills developed through 7+ years of work experience in a related job discipline.

Licenses and Certifications
- None.
## Job Profile: Business Systems Analysis, Manager

### Job Summary
The job manages a team of professional staff responsible for maintaining, evaluating, and improving applications and systems. Evaluates new IT developments and evolving business requirements, and makes plans for the development and implementation of appropriate systems alternatives and/or enhancements to current systems.

### FLSA Status
- ☒ Exempt
- ☐ Non-Exempt

### Role Impact
- ☒ People Manager
- ☐ Individual Contributor

### Job Code
ITBSAM2

### Job Level
M2

### Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

### Job Level Description
Manages professional employees and/or supervisors. Is accountable for the performance and results of a team within own discipline. Adapts departmental plans and priorities to address resource and operational challenges. Decisions are guided by policies, procedures and business plan; receives guidance from manager. Provides technical guidance to employees, colleagues and/or customers.

### Responsibilities
1. Manages employees by establishing annual performance goals, allocating resources, assessing annual performance, and determining individual merit, incentive and/or promotional increases.
2. Interprets University initiatives to create plans detailing the design, installation, modification, and operation of information systems.
3. Prepares long- and short-range plans for application selection, software systems development, systems maintenance, production activities, and necessary support resources.
4. Evaluates vendor proposals for the purchase of hardware, software, and technical services to ensure adherence to technical specifications.
5. Performs other related work as needed.

### Education, Experience and Certifications

#### Education
- Minimum requirements include a college or university degree in related field.

#### Experience
- Minimum requirements include knowledge and skills developed through 7+ years of work experience in a related job discipline.

#### Licenses and Certifications
- None.
# Job Profile: Business Systems Analysis, Sr. Specialist

## Job Summary
The job leads cross functional teams in the development of new and existing systems. Solves complex problems and anticipates evolving business requirements to identify, design, and implement appropriate process improvements, systems alternatives, and/or enhancements to current systems.

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## Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

Job Level Description
Requires specialized depth and/or breadth of expertise. Interprets internal or external University issues and recommends best practices. Solves complex problems; takes a broad perspective to identify innovative solutions. Works independently, with guidance in only the most complex situations. May lead cross-functional or divisional teams or projects.

## Responsibilities
1. Leads business process analyses, needs assessments, and preliminary cost/benefit analyses. Solves unique and complex problems relating to computer equipment capacity, limitations, and operation time.
2. Utilizes expertise and a thorough understanding of business systems and industry requirements to translate business and user needs into system requirement specifications.
3. Recommends process improvements in existing applications and revises existing system logic difficulties as necessary. Designs, develops, and implements new applications, systems architecture, network systems, and applications infrastructures.
4. Communicates and presents on system enhancements and/or alternatives to colleagues in IT management.
5. Performs other related work as needed.

## Education, Experience and Certifications

### Education
- Minimum requirements include a college or university degree in related field.

### Experience
- Minimum requirements include knowledge and skills developed through 7+ years of work experience in a related job discipline.

### Licenses and Certifications
- None.
# Job Profile: Business Systems Analysis, Specialist

## Job Summary
The job uses best practices and knowledge to develop new and existing systems. Solves problems and anticipates evolving business requirements to identify, design, and implement appropriate process improvements, systems alternatives, and/or enhancements to current systems.

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## Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices. Requires in-depth knowledge and experience. Uses best practices and knowledge of internal or external University issues to improve products or services. Solves complex problems; takes a new perspective using existing solutions. Works independently, receives minimal guidance. Acts as a resource for colleagues with less experience.

## Responsibilities
1. Has a deep understanding of business process analyses, needs assessments, and preliminary cost/benefit analyses. Solves complex problems relating to computer equipment capacity, limitations, and operation time.
2. Utilizes thorough understanding of business systems and industry requirements to translate business and user needs into system requirement specifications.
3. Recommends process improvements in existing applications and revises existing system logic difficulties as necessary. Designs, develops, and implements new applications, systems architecture, network systems, and applications infrastructures.
4. Communicates and presents on system enhancements and/or alternatives to colleagues in IT management.
5. Performs other related work as needed.

## Education, Experience and Certifications

### Education
- Minimum requirements include a college or university degree in related field.

### Experience
- Minimum requirements include knowledge and skills developed through 5-7 years of work experience in a related job discipline.

### Licenses and Certifications
- None.
# Job Profile: Business Systems Analysis, Sr. Analyst

## Job Summary
The job liaises between the IT group and business to support the development and implementation of new systems and enhancements of existing systems. With moderate guidance, evaluates new IT developments and evolving business requirements, and uses elementary knowledge of University systems to recommend appropriate systems.

## FLSA Status
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## Role Impact
| ☐ People Manager | ☒ Individual Contributor |

## Job Code
ITBSAP2

## Job Level Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

## Responsibilities
1. With moderate direction from others, conducts business process analyses, needs assessments, and preliminary cost/benefits analyses. Uses basic understanding of applicable business processes, systems, and industry requirements.
2. Implements functional, system, and program specifications. Assists in revising existing system logic difficulties as necessary, under the direction of more experienced colleagues.
3. Supports the IT development group in building new systems and enhance existing systems. Assists in coding, testing, debugging, and implementing software solutions. Prepares documentation on system enhancements and/or alternatives.
4. Administers new IT developments, keeps up with evolving business requirements, and uses knowledge of University systems to recommend appropriate systems alternatives and/or enhancements to current systems.
5. Performs other related work as needed.

## Education, Experience and Certifications

### Education
- Minimum requirements include a college or university degree in related field.

### Experience
- Minimum requirements include knowledge and skills developed through 2-5 years of work experience in a related job discipline.

### Licenses and Certifications
- None.
# Job Profile: Business Systems Analysis, Analyst

## Job Summary
The job liaises between the IT group and business to support the development and implementation of new systems and enhancements of existing systems. With moderate/high guidance, evaluates new IT developments and evolving business requirements, and uses elementary knowledge of University systems to recommend appropriate systems.

## FLSA Status
- ☑️ Exempt
- ☐️ Non-Exempt

## Role Impact
- ☑️ People Manager
- ☐️ Individual Contributor

## Job Code
- ITBSAP1

## Job Level
- P1

## Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

## Job Level Description
Performs routine assignments in the entry level to a professional job progression. Typically requires a college or university degree or the equivalent work experience that provides knowledge and exposure to fundamental theories, principles and concepts. Develops competence by performing structured work assignments. Uses existing procedures to solve routine or standard problems. Receives instruction, guidance and direction from others.

## Responsibilities
1. With moderate/high levels of direction from others, conducts business process analyses, needs assessments, and preliminary cost/benefits analyses. Uses basic understanding of applicable business processes, systems, and industry requirements.
2. Prepares functional, system, and program specifications. Assists in revising existing system logic difficulties as necessary, under the direction of more experienced colleagues.
3. Supports the IT development group in building new systems and enhance existing systems. Assists in coding, testing, debugging, and implementing software solutions. Prepares documentation on system enhancements and/or alternatives.
4. Evaluates new IT developments, keeps up with evolving business requirements, and uses knowledge of University systems to recommend appropriate systems alternatives and/or enhancements to current systems.
5. Performs other related work as needed.

## Education, Experience and Certifications

### Education
- Minimum requirements include a college or university degree in related field.

### Experience
- Minimum requirements include knowledge and skills developed through less than 2 years of work experience in a related job discipline.

### Licenses and Certifications
- None.
# Job Profile: Computer Operations, Sr. Manager

## Job Summary

The job manages multiple related teams of managers and professional staff responsible for the configuration, installation, maintenance and upgrading of computer systems hardware and software. Administers and maintains security of operating systems. Restores files or systems by designing, writing and implementing backup procedures. Manages support for the University's information systems and peripheral equipment, such as application servers, database servers, web servers, desktops, printers and storage devices. Maintains recovery procedures, scheduling and backups, and monitors batch processes.

## FLSA Status

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## Role Impact

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## Job Code

ITCPOM3

## Job Level

M3

## Job Family Description

Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization’s infrastructure and for end-user devices.

## Job Level Description

Provides leadership to managers and professional staff. Is accountable for the performance and results of multiple related teams. Develops departmental plans, including business, operational and/or organizational priorities. Decisions are guided by resource availability and functional objectives.

## Responsibilities

1. Manages multiple related teams of managers and professional staff responsible for a range of processes and procedures related to the monitoring and controls of mini or mainframe computers and peripheral equipment, such as printers, tape, and disk drives by operating the central console or on-line terminals.
2. Ensures and reviews troubleshooting activities and assists in resolving complex problems.
3. Manages tasks that are processed in accordance with the schedule of computer operations.
4. Advises and makes recommendations on operating records such as machine performance and production reports.
5. Performs other related work as needed.

## Education, Experience and Certifications

### Education

- Minimum requirements include a college or university degree in related field.

### Experience

- Minimum requirements include knowledge and skills developed through 7+ years of work experience in a related job discipline.

### Licenses and Certifications

- None.
Job Profile: Computer Operations, Manager

Job Summary

The job manages a team of professional staff responsible for the configuration, installation, maintenance and upgrading of computer systems hardware and software. Administers and maintains security of operating systems. Restores files or systems by designing, writing and implementing backup procedures. Manages support for the University's information systems and peripheral equipment, such as application servers, database servers, web servers, desktops, printers and storage devices. Maintains recovery procedures, scheduling and backups, and monitors batch processes.

FLSA Status | Role Impact
--- | ---
☒ Exempt | ☒ People Manager
☐ Non-Exempt | ☐ Individual Contributor

Job Code | Job Level
ITCPOM2 | M2

Job Family Description | Job Level Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices. | Manages professional employees and/or supervisors. Is accountable for the performance and results of a team within own discipline. Adapts departmental plans and priorities to address resource and operational challenges. Decisions are guided by policies, procedures and business plan; receives guidance from manager. Provides technical guidance to employees, colleagues and/or customers.

Responsibilities

1. Manages a team of professional staff responsible for a range of processes and procedures related to the monitoring and controls of mini or mainframe computers and peripheral equipment, such as printers, tape, and disk drives by operating the central console or on-line terminals.
2. Ensures troubleshooting activities and assists in resolving complex problems.
3. Maintains tasks that are processed in accordance with the schedule of computer operations.
4. Reviews operating records such as machine performance and production reports.
5. Performs other related work as needed.

Education, Experience and Certifications

Education
- Minimum requirements include a college or university degree in related field.

Experience
- Minimum requirements include knowledge and skills developed through 7+ years of work experience in a related job discipline.

Licenses and Certifications
- None.
# Job Profile: Computer Operations, Specialist

## Job Summary

The job conducts a range of technical processes and procedures in the configuration, installation, maintenance and upgrading of computer systems hardware and software. Administers and maintains security of operating systems. Restores files or systems by designing, writing and implementing backup procedures. Provides operational support for the University's information systems and peripheral equipment, such as application servers, database servers, web servers, desktops, printers and storage devices. Under limited supervision, performs recovery procedures, scheduling and backups, and monitors batch processes.

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## Job Family Description

Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

## Job Level Description

Requires in-depth knowledge and experience. Uses best practices and knowledge of internal or external University issues to improve products or services. Solves complex problems; takes a new perspective using existing solutions. Works independently, receives minimal guidance. Acts as a resource for colleagues with less experience.

## Responsibilities

1. Develops and implements a range of processes and procedures related to the monitoring and controls of mini or mainframe computers and peripheral equipment, such as printers, tape, and disk drives by operating the central console or on-line terminals.
2. Evaluates, troubleshoots, and resolves complex problems.
3. Has full authority to plan tasks that are processed in accordance with the schedule of computer operations.
4. Guides analysis of operating records such as machine performance and production reports.
5. Performs other related work as needed.

## Education, Experience and Certifications

### Education
- Minimum requirements include a college or university degree in related field.

### Experience
- Minimum requirements include knowledge and skills developed through 5-7 years of work experience in a related job discipline.

### Licenses and Certifications
- None.
# Job Profile: Computer Operations, Sr. Analyst

## Job Summary

The job provides technical support in the configuration, installation, maintenance and upgrading of computer systems hardware and software. Applies experience and skills to administer and maintain security of operating systems. Restores files or systems by designing, writing and implementing backup procedures. Provides operational support for the University's information systems and peripheral equipment, such as application servers, database servers, web servers, desktops, printers and storage devices. Under moderate supervision, performs recovery procedures, scheduling and backups, and monitors batch processes.

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<th>Job Family Description</th>
<th>Job Level Description</th>
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<tr>
<td>Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.</td>
<td>Requires knowledge and experience in own discipline; still acquiring higher-level knowledge and skills. Builds knowledge of the organization, processes and customers. Solves a range of straightforward problems. Analyzes possible solutions using standard procedures. Receives a moderate level of guidance and direction.</td>
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</table>

## Responsibilities

1. Participates in a range of processes and procedures related to the monitoring and controls of mini or mainframe computers and peripheral equipment, such as printers, tape, and disk drives by operating the central console or on-line terminals.
2. Interprets, troubleshoots, and resolves identified deficiencies which are atypical in nature.
3. Plans tasks that are processed in accordance with the schedule of computer operations.
4. Analyzes operating records such as machine performance and production reports.
5. Performs other related work as needed.

## Education, Experience and Certifications

### Education
- Minimum requirements include a college or university degree in related field.

### Experience
- Minimum requirements include knowledge and skills developed through 2-5 years of work experience in a related job discipline.

### Licenses and Certifications
- None.
## Job Summary

The job performs routine assignments related to the configuration, installation, maintenance and upgrading of computer systems hardware and software. Administers and maintains security of operating systems. Restores files or systems by designing, writing and implementing backup procedures. Provides professional support for the University's information systems and peripheral equipment, such as application servers, database servers, web servers, desktops, printers and storage devices. With moderate/high guidance, performs recovery procedures, scheduling and backups, and monitors batch processes.

### FLSA Status

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### Role Impact

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<th>✏️ Individual Contributor</th>
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### Job Profile: Computer Operations, Analyst

#### Job Code

ITCPOP1

#### Job Level

P1

#### Job Family Description

Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

#### Job Level Description

Performs routine assignments in the entry level to a professional job progression. Typically requires a college or university degree or the equivalent work experience that provides knowledge and exposure to fundamental theories, principles and concepts. Develops competence by performing structured work assignments. Uses existing procedures to solve routine or standard problems. Receives instruction, guidance and direction from others.

#### Responsibilities

1. Participates in a range of processes and procedures related to the monitoring and controls of mini or mainframe computers and peripheral equipment, such as printers, tape, and disk drives by operating the central console or online terminals.
2. Analyzes, troubleshoots, and resolves identified deficiencies which are routine in nature.
3. Has limited authority to plan tasks that are processed in accordance with the schedule of computer operations.
4. Analyzes operating records such as machine performance and production reports.
5. Performs other related work as needed.

#### Education, Experience and Certifications

**Education**
- Minimum requirements include a college or university degree in related field.

**Experience**
- Minimum requirements include knowledge and skills developed through less than 2 years of work experience in a related job discipline.

**Licenses and Certifications**
- None.
**Job Profile: Computer Operations, Technical Specialist**

### Job Summary
The job leads technical support activities and reviews in the configuration, installation, maintenance and upgrading of computer systems hardware and software. Administers and maintains security of operating systems. Restores files or systems by designing, writing and implementing backup procedures. Provides operational support for the University's information systems and peripheral equipment, such as application servers, database servers, web servers, desktops, printers and storage devices. Under limited supervision, performs recovery procedures, scheduling and backups, and monitors batch processes.

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### Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

### Job Level Description
Has advanced and specialized expertise in an analytical/scientific method or operational process, typically developed through a combination of job-related training and considerable on-the-job experience. Completes assignments and facilitates the work activities of others; may coordinate work beyond own area. Proposes improvements to processes and methods. Acts as a lead, coordinating the work of others - but is not a supervisor. Works autonomously within established procedures and practices.

### Responsibilities
1. Leads a range of technical processes and procedures related to the monitoring and controls of mini or mainframe computers and peripheral equipment, such as printers, tape, and disk drives by operating the central console or on-line terminals.
2. Diagnoses, troubleshoots, and resolves identified complex deficiencies which are atypical in nature. Escalates complex issues to more senior team members.
3. Ensures that tasks are processed in accordance with the schedule of computer operations.
4. Maintains operating records such as machine performance and production reports.
5. Performs other related work as needed.

### Education, Experience and Certifications

**Education**
- Minimum requirements include vocational training, apprenticeships or the equivalent experience in related field (not typically required to have a four-year degree).

**Experience**
- Minimum requirements include knowledge and skills developed through 7+ years of work experience in a related job discipline.

**Licenses and Certifications**
- None.
Job Profile: Computer Operations, Sr. Technician

Job Summary
The job provides technical support in the configuration, installation, maintenance and upgrading of computer systems hardware and software. Administers and maintains security of operating systems. Restores files or systems by designing, writing and implementing backup procedures. Provides operational support for the University's information systems and peripheral equipment, such as application servers, database servers, web servers, desktops, printers and storage devices. Under limited supervision, performs recovery procedures, scheduling and backups, and monitors batch processes.

FLSA Status | Role Impact
---|---
☒ Exempt | ☒ Non-Exempt
☐ People Manager | ☒ Individual Contributor

Job Code | Job Level
---|---
ITCPOT3 | T3

Job Family Description | Job Level Description
---|---
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization’s infrastructure and for end-user devices. | Has developed proficiency in a range of processes or procedures through job-related training and considerable on-the-job experience. Completes a variety of atypical assignments, as needed. Works within defined processes and procedures or methodologies and may help determine the appropriate approach for new assignments. Completes work with a limited degree of supervision. Likely to act as an informal resource for colleagues with less experience.

Responsibilities
1. Conducts a range of technical processes and procedures related to the monitoring and controls of mini or mainframe computers and peripheral equipment, such as printers, tape, and disk drives by operating the central console or on-line terminals.
2. Diagnoses, troubleshoots, and resolves identified deficiencies which are atypical in nature. Escalates complex issues to more senior team members.
3. Ensures that tasks are processed in accordance with the schedule of computer operations.
4. Maintains operating records such as machine performance and production reports.
5. Performs other related work as needed.

Education, Experience and Certifications

Education
- Minimum requirements include vocational training, apprenticeships or the equivalent experience in related field (not typically required to have a four-year degree).

Experience
- Minimum requirements include knowledge and skills developed through 5-7 years of work experience in a related job discipline.

Licenses and Certifications
- None.
# Job Profile: Computer Operations, Technician

## Job Summary
The job provides routine technical support in the configuration, installation, maintenance and upgrading of computer systems hardware and software. Applies experience and skills to administer and maintain security of operating systems. Restores files or systems by designing, writing and implementing backup procedures. Provides operational support for the University's information systems and peripheral equipment, such as application servers, database servers, web servers, desktops, printers and storage devices. Under moderate supervision, performs recovery procedures, scheduling and backups, and monitors batch processes.

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<th>Job Level</th>
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<tr>
<td>ITPOT2</td>
<td>T2</td>
<td>Expands skills in own work area within an analytical/scientific method or operational process. Maintains appropriate licenses, training and/or certifications, as needed. Applies experience and skills to complete assigned work within our area of expertise. Works within standard operating procedures and/or scientific methods. Works with a moderate degree of supervision.</td>
</tr>
</tbody>
</table>

## Responsibilities
1. Under moderate supervision, conducts routine technical processes and procedures related to the monitoring and controls of mini or mainframe computers and peripheral equipment, such as printers, tape, and disk drives by operating the central console or on-line terminals.
2. Identifies and resolves regularly-occurring deficiencies, escalating atypical issues to more senior team members.
3. Ensures that tasks are processed in accordance with the schedule of computer operations and maintains operating records such as machine performance and production reports.
4. Performs recovery procedures, such as scheduling back-ups and monitoring batch processes.
5. Performs other related work as needed.

## Education, Experience and Certifications

### Education
- Minimum requirements include vocational training, apprenticeships or the equivalent experience in related field (not typically required to have a four-year degree).

### Experience
- Minimum requirements include knowledge and skills developed through 2-5 years of work experience in a related job discipline.

### Licenses and Certifications
- None.
## Job Summary

The job provides basic technical support in the configuration, installation, maintenance and upgrading of computer systems hardware and software. Follows clearly defined procedures to administer and maintain security of operating systems. Restores files or systems by designing, writing and implementing backup procedures. Provides operational support for the University's information systems and peripheral equipment, such as application servers, database servers, web servers, desktops, printers and storage devices. Under close supervision, performs recovery procedures, scheduling and backups, and monitors batch processes.

### FLSA Status
- ☒ Non-Exempt

### Role Impact
- ☒ Individual Contributor

### Job Code
- ITCPO1

### Job Level
- T1

### Job Family Description

Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

### Job Level Description

Entry-level position with appropriate licenses/training certifications. Has basic skills in an analytical or scientific method or operational process. Works within clearly defined standard operating procedures and/or scientific methods and adheres to quality guidelines. Work is completed with close supervision.

### Responsibilities

1. Under close supervision, conducts basic technical processes within a limited scope to monitor and control mini or mainframe computers and peripheral equipment, such as printers, tape, and disk drives by operating the central console or on-line terminals.
2. Resolves common and straightforward deficiencies while escalating irregular issues to more senior team members.
3. Conducts tasks based on the schedule of computer operations and documents findings such as machine performance and production reports.
4. Restores files or systems by implementing basic back-up procedures.
5. Performs other related work as needed.

### Education, Experience and Certifications

#### Education
- Minimum requirements include vocational training, apprenticeships or the equivalent experience in related field (not typically required to have a four-year degree).

#### Experience
- Minimum requirements include knowledge and skills developed through less than 2 years of work experience in a related job discipline.

#### Licenses and Certifications
- None.
Job Profile: Data Control, Technical Specialist

Job Summary
The job leads technical support for data control activities and reviews source documents for data input. Checks accuracy and relevance of input and output data by visual examination, correcting codes and batching for computer processing. Verifies output against control totals, reviews format and accuracy of printouts, and distributes information to appropriate departments.

FLSA Status
☐ Exempt ☒ Non-Exempt

Role Impact
☐ People Manager ☒ Individual Contributor

Job Code
ITDACT4

Job Level
T4

Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization’s infrastructure and for end-user devices.

Job Level Description
Has advanced and specialized expertise in an analytical/scientific method or operational process, typically developed through a combination of job-related training and considerable on-the-job experience. Completes assignments and facilitates the work activities of others; may coordinate work beyond own area. Proposes improvements to processes and methods. Acts as a lead, coordinating the work of others - but is not a supervisor. Works autonomously within established procedures and practices.

Responsibilities
1. Acts as a lead for employees performing intricate data input. May review and coordinate the work of other data control support personnel.
2. Reviews source documents for data input. Checks accuracy and relevance of input and output data by visual examination, correcting codes and batching for computer processing. Investigates the more complex problems and corrects problems causing incorrect input or output.
3. Verifies output against control totals, reviews format and accuracy of printouts, and distributes information to appropriate departments.
4. Performs related administrative and typing duties.
5. Performs other related work as needed.

Education, Experience and Certifications

Education
- Minimum requirements include vocational training, apprenticeships or the equivalent experience in related field (not typically required to have a four-year degree).

Experience
- Minimum requirements include knowledge and skills developed through 7+ years of work experience in a related job discipline.

Licenses and Certifications
- None.
**Job Profile: Data Control, Sr. Technician**

**Job Summary**
The job provides technical support in the review of source documents for data input. Checks accuracy and relevance of input and output data by visual examination, correcting codes and batching for computer processing. Works within defined processes and procedures to verify output against control totals, review format and accuracy of printouts, and distribute information to appropriate departments. Completes work with a limited degree of supervision.

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<tr>
<td>ITDACT3</td>
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**Job Family Description**
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

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<th>Job Level Description</th>
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<tr>
<td>Has developed proficiency in a range of processes or procedures through job-related training and considerable on-the-job experience. Completes a variety of atypical assignments, as needed. Works within defined processes and procedures or methodologies and may help determine the appropriate approach for new assignments. Completes work with a limited degree of supervision. Likely to act as an informal resource for colleagues with less experience.</td>
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</table>

**Responsibilities**
1. Under a limited degree of supervision, receives and reviews input and output data, including grid sheets, scanner documents, paper tapes, and magnetic tapes. Corrects problems causing incorrect input or output.
2. Checks accuracy and relevance of input and output data by visual examination, correcting codes and batching for computer processing.
3. Works within defined processes and procedures to verify output against control totals, maintain lists and control records, and distribute information to appropriate departments.
4. Completes a variety of atypical assignments, including administrative and typing duties.
5. Performs other related work as needed.

**Education, Experience and Certifications**

**Education**
- Minimum requirements include vocational training, apprenticeships or the equivalent experience in related field (not typically required to have a four-year degree).

**Experience**
- Minimum requirements include knowledge and skills developed through 5-7 years of work experience in a related job discipline.

**Licenses and Certifications**
- None.
Job Profile: Database Administration, Sr. Manager

Job Summary

The job may manage multiple related teams of managers and/or professional staff responsible for administering database utilities and maintaining the University's databases across multiple platforms and computing environments. Manages the creation of standards for database support tools, database tables and dictionaries, and recovery and back-up procedures. Reviews and approves material created to training end users in matters related to database administration.

FLSA Status

☒ Exempt ☐ Non-Exempt

Role Impact

☒ People Manager ☐ Individual Contributor

Job Code

ITDBAM3

Job Level

M3

Job Family Description

Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

Job Level Description

Provides leadership to managers and professional staff. Is accountable for the performance and results of multiple related teams. Develops departmental plans, including business, operational and/or organizational priorities. Decisions are guided by resource availability and functional objectives.

Responsibilities

1. Maintains and manages the administration of computerized databases. Ensures that users are provided guidance regarding how the design and administration of various databases support a project's long-range requirements.
2. Plans and assigns personnel to various projects and manages their activities. Reviews and evaluates work and prepares performance reports. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities, and methods.
3. Manages a database of vendor relationships and contracts for products, services, and support. Builds professional business networks with vendors, clients, management, and staff.
4. Develops and implements database policies, procedures, and standards, and ensures conformance to varying types of procedures.
5. Performs other related work as needed.

Education, Experience and Certifications

Education

- Minimum requirements include a college or university degree in related field.

Experience

- Minimum requirements include knowledge and skills developed through 7+ years of work experience in a related job discipline.

Licenses and Certifications

- None.
# Job Profile: Database Administration, Manager

## Job Summary
The job manages a team of professional staff responsible for administering database utilities and maintaining the University's databases across multiple platforms and computing environments. Manages the creation of standards for database support tools, database tables and dictionaries, and recovery and back-up procedures. Reviews and approves material created to training end users in matters related to database administration.

### FLSA Status
- ☒ Exempt
- ☐ Non-Exempt

### Job Code
- ITDBAM2

### Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

### Job Level Description
Manages professional employees and/or supervisors. Is accountable for the performance and results of a team within own discipline. Adapts departmental plans and priorities to address resource and operational challenges. Decisions are guided by policies, procedures and business plan; receives guidance from manager. Provides technical guidance to employees, colleagues and/or customers.

### Responsibilities
1. Manages the administration of computerized databases. Ensures that users are provided guidance regarding how the design and administration of various databases support a project's long-range requirements.
2. Assigns personnel to various projects and manages their activities. Reviews and evaluates work and prepares performance reports. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities, and methods.
3. Manages a database of vendor relationships and contracts for products, services, and support. Builds professional business networks with vendors, clients, management, and staff.
4. Develops and implements database policies, procedures, and standards, and ensures conformance to procedures.
5. Performs other related work as needed.

### Education, Experience and Certifications

#### Education
- Minimum requirements include a college or university degree in related field.

#### Experience
- Minimum requirements include knowledge and skills developed through 7+ years of work experience in a related job discipline.

#### Licenses and Certifications
- None.
# Job Profile: Database Administration, Sr. Specialist

## Job Summary
The job leads teams to solve complex problems related to the maintenance of the University's databases across multiple platforms and computing environments. Uses specialized knowledge of database support tools, database tables and dictionaries, and recovery and back-up procedures to evolve University databases.

## FLSA Status
- **Exempt**
- **Non-Exempt**

## Role Impact
- **People Manager**
- **Individual Contributor**

## Job Code
- ITDBAP4

## Job Level
- P4

## Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

## Job Level Description
Requires specialized depth and/or breadth of expertise. Interprets internal or external University issues and recommends best practices. Solves complex problems; takes a broad perspective to identify innovative solutions. Works independently, with guidance in only the most complex situations. May lead cross-functional or divisional teams or projects.

## Responsibilities
1. Leads teams to execute procedures related to server installation, performance monitoring, database maintenance, and data backup and recovery.
2. Provides expertise to user community on various report writer access, database views, and storage procedures related to all databases. Interprets database issues and establishes optimum values for physical database parameters such as amount of computer memory to be used.
3. Researches and analyzes database computer products and systems available in the marketplace, determines appropriate IT solutions, and makes recommendations based on the core business function of the end-users.
4. Uses specialized breadth and depth of database expertise to assess the costs and impact of database changes. Anticipates risks when making plans to coordinate implementation of database changes.
5. Performs other related work as needed.

## Education, Experience and Certifications

### Education
- Minimum requirements include a college or university degree in related field.

### Experience
- Minimum requirements include knowledge and skills developed through 7+ years of work experience in a related job discipline.

### Licenses and Certifications
- None.
# Job Profile: Database Administration, Specialist

## Job Summary
The job manages the database utilities and monitors the relationships between the database users and applications. Maintains the University's databases across multiple platforms and computing environments. Works independently to maintain database support tools, database tables, dictionaries and recovery and back-up procedures.

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<th>Job Family Description</th>
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<tr>
<td>Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.</td>
<td>Requires in-depth knowledge and experience. Uses best practices and knowledge of internal or external University issues to improve products or services. Solves complex problems; takes a new perspective using existing solutions. Works independently, receives minimal guidance. Acts as a resource for colleagues with less experience.</td>
</tr>
</tbody>
</table>

## Responsibilities

1. Uses best practices and database knowledge to determine the impact of making database changes on other systems and the staff cost for making such changes. Solves complex database problems and modifies database programs to increase processing performance.
3. Designs and monitors database administration procedures including backup and recovery. Tests and corrects errors and implements changes to databases. Evaluates which users can access each database and what data can be accessed by each user.
4. Develops reports and files to display requested information, including on-screen links to other screens. Provides guidance on various report writer access, database views, and storage procedures related to all databases. Acts as a resource for the user community by responding to special data needs and questions.
5. Performs other related work as needed.

## Education, Experience and Certifications

### Education
- Minimum requirements include a college or university degree in related field.

### Experience
- Minimum requirements include knowledge and skills developed through 5-7 years of work experience in a related job discipline.

### Licenses and Certifications
- None.
## Job Profile: Database Administration, Sr. Analyst

### Job Summary
The job performs a range of database administration activities for the University. Administers database utilities, interprets the relationships between the database users and applications, and maintains the University's databases across multiple platforms and computing environments. Provides instructional support to end users.

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### Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

### Job Level Description
Requires knowledge and experience in own discipline; still acquiring higher-level knowledge and skills. Builds knowledge of the organization, processes and customers. Solves a range of straightforward problems. Analyzes possible solutions using standard procedures. Receives a moderate level of guidance and direction.

### Responsibilities
1. With moderate direction from others, analyzes the users' requirements and solves routine database problems that ensures users and related applications can access necessary data sets.
2. Defines and interprets existing data and populates the database with new data from external sources. Plans own resources such as documentation on data models, data dictionaries, physical database configuration, and daily database maintenance functions.
3. Participates in the development of queries and retrieval systems.
4. Monitors the database storage system used to securely store and organize datasets.
5. Performs other related work as needed.

### Education, Experience and Certifications

#### Education
- Minimum requirements include a college or university degree in related field.

#### Experience
- Minimum requirements include knowledge and skills developed through 2-5 years of work experience in a related job discipline.

#### Licenses and Certifications
- None.
## Job Profile: Database Administration, Analyst

### Job Summary
The job performs a broad range of operational database business activities for the University. Administers database utilities, interprets the relationships between the database users and applications, and maintains the University's databases across multiple platforms and computing environments. Provides instructional support to end users.

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<td>ITDBAP1</td>
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### Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

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<tr>
<td>Performs routine assignments in the entry level to a professional job progression. Typically requires a college or university degree or the equivalent work experience that provides knowledge and exposure to fundamental theories, principles and concepts. Develops competence by performing structured work assignments. Uses existing procedures to solve routine or standard problems. Receives instruction, guidance and direction from others.</td>
</tr>
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</table>

### Responsibilities
1. With moderate to high levels of direction from others, analyzes the users' requirements and solves routine database problems that ensures users and related applications can access necessary data sets.
2. Interprets existing data and populates the database with new data from external sources. Maintains documentation on data models, data dictionaries, physical database configuration, and daily database maintenance functions.
3. Participates in the development of queries and retrieval systems.
4. Monitors the database storage system used to securely store and organize datasets.
5. Performs other related work as needed.

### Education, Experience and Certifications

#### Education
- Minimum requirements include a college or university degree in related field.

#### Experience
- Minimum requirements include knowledge and skills developed through less than 2 years of work experience in a related job discipline.

#### Licenses and Certifications
- None.
Job Profile: Information Security, Sr. Director

Job Summary
The job provides leadership and direction through directors and managers who are responsible for developing, implementing, and maintaining information security and identity management policies, procedures, and systems. Oversees the deployment of security defense and identity management technologies, the management of existing infrastructure, and the response to cyber security incidents. Determines risks to the organization by directing security testing.

FLSA Status | Role Impact
--- | ---
☒ Exempt | ☐ Non-Exempt
☒ People Manager | ☐ Individual Contributor

Job Code | Job Level
--- | ---
ITINSM5 | M5

Job Family Description | Job Level Description
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Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices. Provides divisional leadership and direction through senior managers. Is accountable for the performance and results of a unit. Gives input and executes sub-function strategy to achieve key University objectives that have campus-wide or institutional impact. Decisions are guided by functional strategy and objectives.

Responsibilities
1. Guide and counsel the CIO and institutional leaders on information security and its role in enabling mission activities and managing IT risk, in both strategic and tactical contexts. Lead the development and implementation of information security and data governance strategies, policies, and practices for the University in consultation and partnership with institutional leadership, central and distributed IT units, legal, risk management, audit, and compliance functions, and governance bodies in the University of Chicago and the University of Chicago Medicine and Biological Sciences.
3. Manages security staff through senior managers. Oversees the development of performance goals, directs training, and establishes the structure for allocating resources and assessing division or University policies. Executes functional business plans and contributes to the development of overall security strategy. Oversees the departmental budget. Implement the various elements of the University's information security program, including access management, device security, incident response, policies, training, and outreach, risk management and compliance, security architecture, and vulnerability management, PCI compliance, HIPPA compliance, and support data governance, data stewardship, and technical architecture review programs.
4. Reviews hardware, software, and services being considered for purchase or implementation by IT Services and other campus departments to assess security issues (strengths/risks) and assure proper information security features are incorporated to support university business needs; provides security requirements to be included in an RFP for software and services.
5. Performs other related work as needed.

Education, Experience and Certifications

Education
• Minimum requirements include a college or university degree in related field.

Experience
• Minimum requirements include knowledge and skills developed through 10+ years of work experience in a related job discipline.

Licenses and Certifications
• None.
# Job Profile: Information Security, Director

## Job Summary

The job provides leadership and direction through managers who are responsible for developing, implementing, and maintaining information security and identity management policies, procedures, and systems. Oversees the deployment of security defense and identity management technologies, the management of existing infrastructure, and the response to cyber security incidents. Determines risks to the organization by directing security testing.

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### Job Code

ITINSM4

### Job Family Description

Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

### Job Level Description

Provides leadership and direction through managers. Is accountable for the performance and results of related departments. Executes functional plans and contributes to the development of unit strategy. Decisions are guided by division, school or sub-function strategy and priorities.

### Responsibilities

1. Manages employees through subordinates, usually other managers. Establishes performance goals and development plans, allocates resources, directs training, and assesses policies for direct subordinates.
2. Executes functional business plans and helps determine functional strategy. Develops strategy for new technologies that address current and future needs.
3. Oversees the development and delivery of data network and infrastructure options to the University that supports teaching, research, and administration. Directs the design, development, operation, extension, and maintenance of central IT infrastructure.
4. Ensures that networks are high performing and meet the needs of faculty, staff, students and researchers.
5. Performs other related work as needed.

### Education, Experience and Certifications

#### Education
- Minimum requirements include a college or university degree in related field.

#### Experience
- Minimum requirements include knowledge and skills developed through 10+ years of work experience in a related job discipline.

#### Licenses and Certifications
- None.
# Job Profile: Information Security, Sr. Manager

## Job Summary

The job may manage multiple related teams of managers and/or professional staff responsible for developing, implementing, and maintaining information security and identity management policies, procedures, and systems. Manages the deployment of security defense and identity management technologies, the management of existing infrastructure, and the response to cyber security incidents. Determines risks to the organization by directing security testing.

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## Job Family Description

**Job Description**

Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

Provides leadership to managers and professional staff. Is accountable for the performance and results of multiple related teams. Develops departmental plans, including business, operational and/or organizational priorities. Decisions are guided by resource availability and functional objectives.

## Responsibilities

1. Manages managers and professional staff. Establishes performance goals, allocates resources and assesses policies for direct subordinates.
2. Executes functional business plans and helps determine functional strategy. Develops strategy for new technologies that address current and future needs.
3. Advises the development and delivery of data network and infrastructure options to the University that supports teaching, research, and administration. Directs the design, development, operation, extension, and maintenance of central IT infrastructure.
4. Ensures that networks are high performing and meet the needs of faculty, staff, students and researchers.
5. Performs other related work as needed.

## Education, Experience and Certifications

### Education

- Minimum requirements include a college or university degree in related field.

### Experience

- Minimum requirements include knowledge and skills developed through 7+ years of work experience in a related job discipline.

### Licenses and Certifications

- None.
# Job Profile: Information Security, Manager

## Job Summary
The job manages a team of professional staff responsible for developing, implementing, and maintaining information security and identity management policies, procedures, and systems. Manages the deployment of security defense and identity management technologies. Creates operational plans to identify risks, conduct security penetration testing, and develop security awareness outreach.

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<td>ITINSM2</td>
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## Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

Manages professional employees and/or supervisors. Is accountable for the performance and results of a team within own discipline. Adapts departmental plans and priorities to address resource and operational challenges. Decisions are guided by policies, procedures and business plan; receives guidance from manager. Provides technical guidance to employees, colleagues and/or customers.

## Responsibilities
1. Creates plans to monitor, evaluate, and maintain systems and procedures to protect the data systems and databases from unauthorized users.
2. Ensures that security violations are identified, reported, and resolved. Develops and oversees the implementation of disaster recovery and business continuity procedures.
3. Acts as a liaison to campus legal and administrative authorities as well as outside law enforcement agencies to communicate security procedures to relevant parties.
4. Performs other related work as needed.

## Education, Experience and Certifications

### Education
- Minimum requirements include a college or university degree in related field.

### Experience
- Minimum requirements include knowledge and skills developed through 7+ years of work experience in a related job discipline.

### Licenses and Certifications
- None.
## Job Profile: Information Security, Advisor

### Job Summary
The job is recognized as an expert within University, leading to develop and implement information security and identity management solutions. Leads teams to deploy new technologies and manage existing security infrastructure as well as respond to cyber security incidents. Anticipates risks to the organization and leads security penetration testing and security awareness outreach.

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<td>P5</td>
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### Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

### Job Level Description
Is a centralized role and a recognized expert within the University with campus-wide impact. Anticipates internal and or external business challenges that impact the University, vendor and/or regulatory issues; recommends process, product or service improvements. Solves unique and complex problems that have a broad impact on the University. Progression to this level is restricted on the basis of University requirements.

### Responsibilities
1. Uses specialized depth and breadth of IT expertise to develop and implement security and compliance policies, guidelines, and safe practices for university-wide computing and networking systems.
2. Leads teams to conduct in-depth information technology risk assessments; makes recommendations and designs improvements to complex IT security procedures.
3. Recommends improvements to user security needs and supports the implementation of procedures to accommodate them. Ensures that user community understands and adheres to necessary procedures to maintain security.
4. Performs other related work as needed.

### Education, Experience and Certifications

#### Education
- Minimum requirements include a college or university degree in related field.

#### Experience
- Minimum requirements include knowledge and skills developed through 7+ years of work experience in a related job discipline.

#### Licenses and Certifications
- Certified Information Systems Security Professional (CISSP) - International Information System Security Certification Consortium; SANS GIAC Certification - Global Information Assurance Certification
Job Profile: Information Security, Sr. Specialist

Job Summary
The job utilizes specialized knowledge and breadth of expertise to develop and implement information security and identity management solutions. Leads teams to deploy new technologies and manage existing security infrastructure as well as respond to cyber security incidents. Anticipates risks to the organization and leads security penetration testing and security awareness outreach.

FLSA Status

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Role Impact

| People Manager | Individual Contributor |

Job Code
ITINSP4

Job Level
P4

Job Family Description

Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

Job Level Description
Requires specialized depth and/or breadth of expertise. Interprets internal or external University issues and recommends best practices. Solves complex problems; takes a broad perspective to identify innovative solutions. Works independently, with guidance in only the most complex situations. May lead cross-functional or divisional teams or projects.

Responsibilities

1. Uses depth and breadth of IT expertise to develop and implement security and compliance policies, guidelines, and safe practices for university-wide computing and networking systems.
2. Leads teams to conduct in-depth information technology risk assessments; makes recommendations and designs improvements to IT security procedures.
3. Solves complex problems relating to user security needs and supports the implementation of procedures to accommodate them. Ensures that user community understands and adheres to necessary procedures to maintain security.
4. Performs other related work as needed.

Education, Experience and Certifications

Education
- Minimum requirements include a college or university degree in related field.

Experience
- Minimum requirements include knowledge and skills developed through 7+ years of work experience in a related job discipline.

Licenses and Certifications
- Certified Information Systems Security Professional (CISSP) - International Information System Security Certification Consortium; SANS GIAC Certification - Global Information Assurance Certification
### Job Profile: Information Security, Specialist

#### Job Summary
The job uses best practices and knowledge of to develop and implement information security and identity management solutions. Guides teams to deploy new technologies and manage existing security infrastructure as well as respond to cyber security incidents. Anticipates risks to the organization and leads security penetration testing and security awareness outreach.

#### FLSA Status | Role Impact
---|---
☒ Exempt | ☐ Non-Exempt
☐ People Manager | ☒ Individual Contributor

#### Job Code | Job Level
ITINSP3 | P3

#### Job Family Description | Job Level Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

Requires in-depth knowledge and experience. Uses best practices and knowledge of internal or external University issues to improve products or services. Solves complex problems; takes a new perspective using existing solutions. Works independently, receives minimal guidance. Acts as a resource for colleagues with less experience.

#### Responsibilities
1. Uses a deep understanding of IT expertise to develop and implement security and compliance policies, guidelines, and safe practices for university-wide computing and networking systems.
2. Leads teams to conduct in-depth information technology risk assessments; makes recommendations and designs improvements to IT security procedures.
3. Guides communications with users to understand their security needs and supports the implementation of procedures to accommodate them. Ensures that user community understands and adheres to necessary procedures to maintain security.
4. Performs other related work as needed.

#### Education, Experience and Certifications

**Education**
- Minimum requirements include a college or university degree in related field.

**Experience**
- Minimum requirements include knowledge and skills developed through 5-7 years of work experience in a related job discipline.

**Licenses and Certifications**
- None.
# Job Profile: Information Security, Sr. Analyst

## Job Summary

The job performs a variety of activities in the development, implementation, and maintenance of information security. Monitors security defense and identity management technologies and maintains existing infrastructure. Responds to minor cyber security incidents and escalates as needed. Identifies and evaluates risks to the organization.

## FLSA Status

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<th>Individual Contributor</th>
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## Job Code

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## Job Level Description

Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

Requires knowledge and experience in own discipline; still acquiring higher-level knowledge and skills. Builds knowledge of the organization, processes and customers. Solves a range of straightforward problems. Analyzes possible solutions using standard procedures. Receives a moderate level of guidance and direction.

## Responsibilities

1. With moderate direction from others, performs procedures necessary to ensure the safety of information systems. Monitors system activity and identifies potential threats. Responds to detected and reported security violations.
2. Researches, recommends, and implements changes to procedures and systems to enhance data systems security.
3. Communicates with users to understand their security needs and supports the implementation of procedures to accommodate them. Ensures that user community understands and adheres to necessary procedures to maintain security.
4. Performs other related work as needed.

## Education, Experience and Certifications

### Education

- Minimum requirements include a college or university degree in related field.

### Experience

- Minimum requirements include knowledge and skills developed through 2-5 years of work experience in a related job discipline.

### Licenses and Certifications

- None.
# Job Profile: Information Security, Analyst

## Job Summary
The job performs a broad range of operational business activities in the development, implementation, and maintenance of information security. Monitors security defense and identity management technologies and maintains existing infrastructure. Responds to minor cyber security incidents and escalates as needed. Identifies and evaluates risks to the organization.

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<tbody>
<tr>
<td>ITINSP1</td>
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</table>

## Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

## Job Level Description
Performs routine assignments in the entry level to a professional job progression. Typically requires a college or university degree or the equivalent work experience that provides knowledge and exposure to fundamental theories, principles and concepts. Develops competence by performing structured work assignments. Uses existing procedures to solve routine or standard problems. Receives instruction, guidance and direction from others.

## Responsibilities
1. With moderate/high levels of direction from others, performs procedures necessary to ensure the safety of information systems. Monitors system activity and identifies potential threats. Responds to detected and reported security violations.
2. Analyzes and recommends changes to procedures and systems to enhance data systems security.
3. Communicates with users to understand their security needs and supports the implementation of procedures to accommodate them. Ensures that user community understands and adheres to necessary procedures to maintain security.
4. Performs other related work as needed.

## Education, Experience and Certifications

### Education
- Minimum requirements include a college or university degree in related field.

### Experience
- Minimum requirements include knowledge and skills developed through less than 2 years of work experience in a related job discipline.

### Licenses and Certifications
- None.
## Job Profile: Information Security, Technician

### Job Summary
The job provides routine technical support in the development, implementation, and maintenance of information security systems. With moderate supervision, monitors security defense and identity management technologies and maintains existing infrastructure. Applies experience and skills to respond to minor cyber security incidents and escalates as needed.

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<th>FLSA Status</th>
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<tr>
<td>ITINST2</td>
<td>T2</td>
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</table>

### Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

Expands skills in own work area within an analytical/scientific method or operational process. Maintains appropriate licenses, training and/or certifications, as needed. Applies experience and skills to complete assigned work within our area of expertise. Works within standard operating procedures and/or scientific methods. Works with a moderate degree of supervision.

### Responsibilities
1. Under moderate supervision, performs technical support procedures necessary to ensure the safety of information systems, such as testing solutions to remediate exploitable conditions on devices.
2. Conducts research to identify potential hardware and software improvements. Provides an array of technical support in the upgrades and implementation of changes to hardware and data systems utilities.
3. Supports the implementation of procedures to accommodate user's security needs, following necessary procedures to maintain security.
4. Conducts an array of activities in connection with security penetration tests to evaluate vulnerability against malicious code, system exploitation using SQL injection, cross-site scripting, buffer overflows, parameter tampering, hidden field manipulation, cookie poisoning, and web services manipulation.
5. Performs other related work as needed.

### Education, Experience and Certifications

#### Education
- Minimum requirements include vocational training, apprenticeships or the equivalent experience in related field (not typically required to have a four-year degree).

#### Experience
- Minimum requirements include knowledge and skills developed through 2-5 years of work experience in a related job discipline.

#### Licenses and Certifications
- None.
# Job Profile: Information Security, Technical Assistant

## Job Summary

The job provides basic technical support in the development, implementation, and maintenance of information security systems. With close supervision, monitors security defense and identity management technologies and maintains existing infrastructure. Applies basic analytical skills and knowledge from licensing and training to respond to routine cyber security events and escalates as needed.

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<th>Job Code</th>
<th>Job Level</th>
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<tr>
<td>ITINST1</td>
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</table>

## Job Family Description

Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

<table>
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<tr>
<th>Job Level Description</th>
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<tbody>
<tr>
<td>Entry-level position with appropriate licenses/training certifications. Has basic skills in an analytical or scientific method or operational process. Works within clearly defined standard operating procedures and/or scientific methods and adheres to quality guidelines. Work is completed with close supervision.</td>
</tr>
</tbody>
</table>

## Responsibilities

1. Under close supervision, performs basic technical support procedures to ensure the safety of information systems. Identifies potential hardware and software deficiencies on systems such as web servers, mail servers, routers, firewalls and intrusion detection systems.
2. Identifies potential changes to hardware and data systems utilities.
3. Learns fundamental security penetration tests to identify system vulnerability against malicious code, system exploitation using SQL injection, cross-site scripting, buffer overflows, parameter tampering, hidden field manipulation, cookie poisoning, and web services manipulation.
4. Performs other related work as needed.

## Education, Experience and Certifications

### Education
- Minimum requirements include vocational training, apprenticeships or the equivalent experience in related field (not typically required to have a four-year degree).

### Experience
- Minimum requirements include knowledge and skills developed through less than 2 years of work experience in a related job discipline.

### Licenses and Certifications
- None.
# Job Profile: IT Project Management, Director

## Job Summary
The job provides leadership and direction through managers responsible in the planning and execution of diverse IT projects, including budget creation, resource and schedule management, and implementation. Utilizes expertise and leadership skills to manage staff and to resolve issues to ensure project goals and requirements are met.

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<th>FLSA Status</th>
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<td>☒ Exempt</td>
<td>☒ People Manager</td>
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### Job Code
ITIPMM4

### Job Level
M4

### Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

### Job Level Description
Provides leadership and direction through managers. Is accountable for the performance and results of related departments. Executes functional plans and contributes to the development of unit strategy. Decisions are guided by division, school or sub-function strategy and priorities.

## Responsibilities
1. Ensures plans governing all phases of the development of any applications, design, coding, unit testing, and documentation of the technology function.
2. Oversees the development of standards for IT Project Management and ensures that appropriate implementation standards are met during IT projects.
3. Provides leadership for collaboration with University IT services and Investment Office teams to ensure feasibility of IT project plans and functionality of their implementation.
4. Manages employees through subordinates, usually other managers. Establishes performance goals, allocates resources and assesses policies for direct subordinates.
5. Performs other related work as needed.

## Education, Experience and Certifications

### Education
- Minimum requirements include a college or university degree in related field.

### Experience
- Minimum requirements include knowledge and skills developed through 10+ years of work experience in a related job discipline.

### Licenses and Certifications
- Project Management Professional (PMP) Certification - Project Management Institute
Job Profile: IT Project Management, Sr. Manager

Job Summary
The job may manage multiple related teams of managers and/or professional staff responsible in the planning and execution of diverse IT projects, including budget creation, resource and schedule management, and implementation. Utilizes expertise and leadership skills to manage staff and to resolve issues to ensure project goals and requirements are met.

FLSA Status
☑ Exempt  ☐ Non-Exempt

Role Impact
☑ People Manager  ☐ Individual Contributor

Job Code
ITIPMM3

Job Level
M3

Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

Job Level Description
Provides leadership to managers and professional staff. Is accountable for the performance and results of multiple related teams. Develops departmental plans, including business, operational and/or organizational priorities. Decisions are guided by resource availability and functional objectives.

Responsibilities
1. Reviews plans governing all phases of the development of any applications, design, coding, unit testing, and documentation of the technology function.
2. Manages the development of standards for IT Project Management and ensures that appropriate implementation standards are met during IT projects.
3. Collaborates with University IT services and Investment Office teams to ensure feasibility of IT project plans and functionality of their implementation.
4. Manages managers and professional staff. Establishes performance goals, allocates resources and assesses policies for direct subordinates.
5. Performs other related work as needed.

Education, Experience and Certifications

Education
- Minimum requirements include a college or university degree in related field.

Experience
- Minimum requirements include knowledge and skills developed through 7+ years of work experience in a related job discipline.

Licenses and Certifications
- Project Management Professional (PMP) Certification - Project Management Institute
**Job Profile: IT Project Management, Manager**

**Job Summary**
The job manages a team of professional staff with comprehensive responsibilities in the planning and execution of diverse IT projects, including budget creation, resource and schedule management, and implementation. Utilizes expertise and leadership skills to manage staff and to resolve issues to ensure project goals and requirements are met.

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<td>☑ People Manager</td>
<td>ITIPMM2</td>
<td>M2</td>
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</table>

**Job Family Description**
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices. Manages professional employees and/or supervisors. Is accountable for the performance and results of a team within own discipline. Adapts departmental plans and priorities to address resource and operational challenges. Decisions are guided by policies, procedures and business plan; receives guidance from manager. Provides technical guidance to employees, colleagues and/or customers.

**Responsibilities**
1. Manages plans governing all phases of the development of any applications, design, coding, unit testing, and documentation of the technology function.
2. Manages the development of standards for IT Project Management and ensures that appropriate implementation standards are met during IT projects.
3. Collaborates with University IT services and Investment Office teams to ensure feasibility of IT project plans and functionality of their implementation.
4. Performs other related work as needed.

**Education, Experience and Certifications**

**Education**
- Minimum requirements include a college or university degree in related field.

**Experience**
- Minimum requirements include knowledge and skills developed through 7+ years of work experience in a related job discipline.

**Licenses and Certifications**
- Project Management Professional (PMP) Certification - Project Management Institute
Job Profile: IT Project Management, Sr. Specialist

Job Summary
The job leads diverse IT projects typically involving multiple groups in the IT Function. Uses deep knowledge of IT processes, leadership skills, and breadth of experience to manage budgets, resources, and schedules. Coordinates work of IT staff and to resolves complex issues to ensure project goals and requirements are met.

FLSA Status | Role Impact
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☒ Exempt | ☐ People Manager
☐ Non-Exempt | ☒ Individual Contributor

Job Code | Job Level
ITIPMP4 | P4

Job Family Description | Job Level Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices. | Requires specialized depth and/or breadth of expertise. Interprets internal or external University issues and recommends best practices. Solves complex problems; takes a broad perspective to identify innovative solutions. Works independently, with guidance in only the most complex situations. May lead cross-functional or divisional teams or projects.

Responsibilities
1. Serves as project lead to coordinate complex information technology changes and ensures the success of enterprise-level application rollouts. Works with University units and the client community to develop detailed business requirements.
2. Uses specialized depth and breadth of expertise in a specific career track to build project plans, including budgets and human resource plans. Provides expertise on managing projects. Maintains project web presence, project archives and project documentation.
3. Leads team to develop and ensure quality control of the project methodology and contributes to the further enhancement and application of the methodology.
4. Solves complex problems relating to the consulting services of vendors, including the development of a project statement of work and determines vendor resource requirements. Researches new software, products, or systems and may attend vendor demonstrations, in order to keep University IT processes up-to-date.
5. Performs other related work as needed.

Education, Experience and Certifications

Education
- Minimum requirements include a college or university degree in related field.

Experience
- Minimum requirements include knowledge and skills developed through 7+ years of work experience in a related job discipline.

Licenses and Certifications
- Project Management Professional (PMP) Certification - Project Management Institute
## Job Profile: IT Project Management, Specialist

### Job Summary
The job manages IT projects typically involving multiple groups in the IT Function. Uses deep knowledge of IT processes, leadership skills, and breadth of experience to manage budgets, resources, and schedules. Coordinates work of IT staff and to resolves complex issues to ensure project goals and requirements are met.

### FLSA Status
- ☑ Exempt
- □ Non-Exempt

### Role Impact
- ☑ People Manager
- □ Individual Contributor

### Job Code
ITIPMP3

### Job Level Description
- P3

### Job Family Description
- Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

### Job Level Description
- Requires in-depth knowledge and experience. Uses best practices and knowledge of internal or external University issues to improve products or services. Solves complex problems; takes a new perspective using existing solutions. Works independently, receives minimal guidance. Acts as a resource for colleagues with less experience.

### Responsibilities
1. Guides information technology changes and ensures the success of enterprise-level application rollouts. Works with University units and the client community to develop detailed business requirements.
2. Uses depth and breadth of expertise in IT project management to build project plans, including budgets and human resource plans. Provides expertise on managing projects. Maintains project web presence, project archives and project documentation.
3. Develops and ensures quality control of the project methodology and contributes to the further enhancement and application of the methodology.
4. Manages the consulting services of vendors, including the development of a project statement of work and determines vendor resource requirements. Researches new software, products, or systems and may attend vendor demonstrations, in order to keep University IT processes up-to-date.
5. Performs other related work as needed.

### Education, Experience and Certifications

#### Education
- Minimum requirements include a college or university degree in related field.

#### Experience
- Minimum requirements include knowledge and skills developed through 5-7 years of work experience in a related job discipline.

#### Licenses and Certifications
- None.
# Job Profile: IT Project Management, Sr. Analyst

## Job Summary
The job provides professional support and solves straightforward problems in IT projects typically involving multiple groups in the IT Function. Uses knowledge of IT processes, leadership skills, and breadth of experience to manage budgets, resources, and schedules.

## FLSA Status
- ☑ Exempt
- ☐ Non-Exempt

## Role Impact
- ☑ People Manager
- ☑ Individual Contributor

## Job Code
- ITIPMP2

## Job Level
- P2

## Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

## Job Level Description
Requires knowledge and experience in own discipline; still acquiring higher-level knowledge and skills. Builds knowledge of the organization, processes and customers. Solves a range of straightforward problems. Analyzes possible solutions using standard procedures. Receives a moderate level of guidance and direction.

## Responsibilities
1. Participates in information technology changes and ensures the success of enterprise-level application rollouts. Works with University units and the client community to develop detailed business requirements.
2. Uses depth and breadth of knowledge in IT project management to build project plans, including budgets and human resource plans. Provides expertise on managing projects. Maintains project web presence, project archives and project documentation.
3. Ensures quality control of the project methodology and contributes to the further enhancement and application of the methodology.
4. Researches new software, products, or systems and may attend vendor demonstrations, in order to keep University IT processes up-to-date.
5. Performs other related work as needed.

## Education, Experience and Certifications

### Education
- Minimum requirements include a college or university degree in related field.

### Experience
- Minimum requirements include knowledge and skills developed through 2-5 years of work experience in a related job discipline.

### Licenses and Certifications
- None.

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Table of Contents
Job Profile: IT User Support, Sr. Director

Job Summary

The job provides leadership and direction through senior managers responsible for technical user support across the University. The Sr. Director is responsible for setting the overall goals for improving operating efficiency and customer service within the IT Field Support Center to achieve and maintain excellence as a service organization.

FLSA Status

☒ Exempt ☐ Non-Exempt

Role Impact

☒ People Manager ☐ Individual Contributor

Job Code

ITIUSM5

Job Level

M5

Job Family Description

Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

Job Level Description

 Provides divisional leadership and direction through senior managers. Is accountable for the performance and results of a unit. Gives input and executes sub-function strategy to achieve key University objectives that have campus-wide or institutional impact. Decisions are guided by functional strategy and objectives.

Responsibilities

1. Oversees the IT Field Support Center, which includes Tier 1 and Tier 2 Service Desk functions, including Client Support, Production Support, and the TechBar support currently located at Regenstein Library and The Polsky Center.
2. Provides leadership and ensures that the efforts of IT Field Support Services meet or exceed process, workflow, protocol, procedural, and standardization requirements of IT Services. In conjunction with the other units within ITS, lead the exploration of new and/or replacement desktop support, self-service, problem resolution, knowledge base,
3. In alignment with campus IT strategy, IT Services’ initiatives, research and teaching activities and broader academic goals, foster collaboration, build relationships and maintain partnerships specifically with (but not limited to) other organizations within IT Services, divisional and departmental IT units, vendors, clients, and staff.
4. Establishes the group's operating budget, create and maintain a staffing plan and professional development program, assess staff performance, and monitor productivity to best apply staff talent and experience to problems and projects.
5. Performs other related work as needed.

Education, Experience and Certifications

Education

• Minimum requirements include a college or university degree in related field.

Experience

• Minimum requirements include knowledge and skills developed through 10+ years of work experience in a related job discipline.

Licenses and Certifications

• None.
**Job Profile: IT User Support, Sr. Manager**

**Job Summary**
The job provides leadership and direction through managers, professionals and technical support personnel responsible for technical user support across the University. The Sr. Manager is responsible for setting the overall goals for improving operating efficiency and customer service within the IT Field Support Center to achieve and maintain excellence as a service organization.

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<tr>
<td>ITIUSM3</td>
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**Job Family Description**
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization’s infrastructure and for end-user devices.

**Job Level Description**
Provides leadership to managers and professional staff. Is accountable for the performance and results of multiple related teams. Develops departmental plans, including business, operational and/or organizational priorities. Decisions are guided by resource availability and functional objectives.

**Responsibilities**
1. Lead the IT Field Support Center, which includes Tier 1 and Tier 2 Service Desk functions, including Client Support, Production Support, and the TechBar support currently located at Regenstein Library and The Polsky Center.
2. Ensure that the efforts of IT Field Support Services meet or exceed process, workflow, protocol, procedural, and standardization requirements of IT Services. In conjunction with the other units within ITS, lead the exploration of new and/or replacement desktop support, self-service, problem resolution, knowledge base,
3. In alignment with campus IT strategy, IT Services’ initiatives, research and teaching activities and broader academic goals, foster collaboration, build relationships and maintain partnerships specifically with (but not limited to) other organizations within IT Services, divisional and departmental IT units, vendors, clients, and staff.
4. Develop and manage the group’s operating budget, create and maintain a staffing plan and professional development program, assess staff performance, and monitor productivity to best apply staff talent and experience to problems and projects.
5. Performs other related work as needed.

**Education, Experience and Certifications**

**Education**
- Minimum requirements include a college or university degree in related field.

**Experience**
- Minimum requirements include knowledge and skills developed through 7+ years of work experience in a related job discipline.

**Licenses and Certifications**
- None.
### Job Profile: IT User Support, Manager

#### Job Summary

The job manages a team of professional staff responsible for resolving end user issues regarding hardware, site licensing, software and networking. Manages customer support during the installation of applications and computer peripherals. Monitors the deployment of devices to customers, including computers, tablets, mobile phones, and printers/copiers.

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<tr>
<th>FLSA Status</th>
<th>Role Impact</th>
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<tbody>
<tr>
<td>☒ Exempt</td>
<td>☒ People Manager</td>
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<tr>
<td>☐ Non-Exempt</td>
<td>☐ Individual Contributor</td>
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<tr>
<th>Job Code</th>
<th>Job Level</th>
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<tbody>
<tr>
<td>ITIUSM2</td>
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#### Job Family Description

Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization’s infrastructure and for end-user devices.

Manages professional employees and/or supervisors. Is accountable for the performance and results of a team within own discipline. Adapts departmental plans and priorities to address resource and operational challenges. Decisions are guided by policies, procedures and business plan; receives guidance from manager. Provides technical guidance to employees, colleagues and/or customers.

#### Responsibilities

1. Manages professional staff and/or supervisors. Establishes performance goals, allocates resources and assesses policies for direct subordinates.
2. Develops departmental plans, policies, procedures, and standards. Is accountable for the performance of the information systems function, including networking, systems and applications development, systems analysis and integration, and/or computer operations.
3. Manages all IT needs. Develops and implements business plans to deliver technical solutions.
4. Ensures teams provide timely and appropriate responses to IT user support issues and compliance with University security requirements.
5. Performs other related work as needed.

#### Education, Experience and Certifications

**Education**
- Minimum requirements include a college or university degree in related field.

**Experience**
- Minimum requirements include knowledge and skills developed through 7+ years of work experience in a related job discipline.

**Licenses and Certifications**
- None.
Job Profile: IT User Support, Supervisor

Job Summary

The job manages a team of technical staff responsible for resolving end user issues regarding hardware, site licensing, software and networking. Manages customer support during the installation of applications and computer peripherals. Monitors the deployment of devices to customers, including computers, tablets, mobile phones, and printers/copiers.

FLSA Status

☒ Exempt ☐ Non-Exempt

Role Impact

☒ People Manager ☐ Individual Contributor

Job Code

ITIUSM1

Job Level

M1

Job Family Description

Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

Job Level Description

Supervises the daily activities of business or technical support or operations team. Sets priorities for the team to ensure task completion; coordinates work activities with other supervisors. Decisions are guided by policies, procedures and business plan; receives guidance and oversight from manager. Typically does not perform the work supervised.

Responsibilities

1. This position is primarily responsible for the management and supervision of the client facing Service Desk, manage a team of support personnel who troubleshoot IT issues, implement and updates policies and procedures regarding how problems are identified, received, documented, distributed, and corrected.
2. Maintain current processes and the provisioning of services to the university. Interact with university customers to insure satisfaction and seek opportunities for improvement. Partner with service owners to maintain communications in providing efficient services and support.
3. Develop and maintain process documentation for current services and support. Recommend and execute improvements to current processes and service as needed.
4. Assess workloads and assignments for coverage and efficiencies.
5. Ensures teams provide timely and appropriate responses to IT user support issues and compliance with University security requirements.
6. Performs other related work as needed.

Education, Experience and Certifications

Education
• Minimum requirements include a college or university degree in related field.

Experience
• Minimum requirements include knowledge and skills developed through 5-7 years of work experience in a related job discipline.

Licenses and Certifications
• None.
### Job Summary
The job works independently to solve complex end user issues regarding hardware, site licensing, software and networking. Uses best practices and IT knowledge to guide customers through the installation of applications and computer peripherals. Deploys a variety of devices to customers, including computers, tablets, mobile phones, and printers/copiers.

### FLSA Status
- Exempt
- Non-Exempt

### Role Impact
- People Manager
- Individual Contributor

### Job Code
ITIUSP3

### Job Level
P3

### Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

### Job Level Description
Requires in-depth knowledge and experience. Uses best practices and knowledge of internal or external University issues to improve products or services. Solves complex problems; takes a new perspective using existing solutions. Works independently, receives minimal guidance. Acts as a resource for colleagues with less experience.

### Responsibilities
1. Guides a variety of IT support activities for end-user hardware/software resolution, and guides end-users through troubleshooting procedures. Uses fundamental knowledge of University software systems to recommend system modifications to reduce user problems.
2. Uses in-depth knowledge of IT support best practices and experience with the University IT systems to conduct analyses and contribute to the resolution of complex problems.
3. Provides technical guidance in setup, installation, and configuration of desktop hardware and software in compliance with internal controls, policies, and standards.
4. Calibrates specifications and typically collaborates with programmers to develop new applications or to make modifications to existing applications. Tests and debugs applications before releasing them to end-users.
5. Performs other related work as needed.

### Education, Experience and Certifications

#### Education
- Minimum requirements include a college or university degree in related field.

#### Experience
- Minimum requirements include knowledge and skills developed through 5-7 years of work experience in a related job discipline.

#### Licenses and Certifications
- None.
Job Profile: IT User Support, Sr. Analyst

Job Summary
The job provides professional support and solves straightforward problems to resolve end user issues related to hardware, site licensing, software and networking. Supports customers through the installation of basic applications and computer peripherals. With moderate direction from others, deploys a variety of devices to customers, including computers, tablets, mobile phones, and printers/copiers.

FLSA Status | Role Impact
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Non-Exempt | Individual Contributor

Job Code | Job Level
ITIUSP2 | P2

Job Family Description | Job Level Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices. Requires knowledge and experience in own discipline; still acquiring higher-level knowledge and skills. Builds knowledge of the organization, processes and customers. Solves a range of straightforward problems. Analyzes possible solutions using standard procedures. Receives a moderate level of guidance and direction.

Responsibilities
1. With some direction from others, performs a variety of IT support activities for end-user hardware/software resolution, and guides end-users through troubleshooting procedures. Uses fundamental knowledge of University software systems to recommend system modifications to reduce user problems.
2. Performs set-up, installation, and configuration of desktop hardware and software in compliance with internal controls, policies, and standards.
3. Coordinates and implements updates to network hardware, software systems, and applications.
4. Performs other related work as needed.

Education, Experience and Certifications

Education
- Minimum requirements include a college or university degree in related field.

Experience
- Minimum requirements include knowledge and skills developed through 2-5 years of work experience in a related job discipline.

Licenses and Certifications
- None.
Job Profile: IT User Support, Analyst

Job Summary
The job performs routine professional activities to resolve end user issues related to hardware, site licensing, software and networking. Supports customers through the installation of basic applications and computer peripherals. With moderate direction from others, deploys a variety of devices to customers, including computers, tablets, mobile phones, and printers/copiers.

FLSA Status
☐ Exempt
☒ Non-Exempt

Role Impact
☐ People Manager
☒ Individual Contributor

Job Code
ITIUSP1

Job Level
P1

Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

Job Level Description
Performs routine assignments in the entry level to a professional job progression. Typically requires a college or university degree or the equivalent work experience that provides knowledge and exposure to fundamental theories, principles and concepts. Develops competence by performing structured work assignments. Uses existing procedures to solve routine or standard problems. Receives instruction, guidance and direction from others.

Responsibilities
1. With direction from others, performs a variety of IT support activities for end-user hardware/software resolution, and guides end-users through troubleshooting procedures. Uses fundamental knowledge of University software systems to recommend system modifications to reduce user problems.
2. Performs set-up, installation, and configuration of desktop hardware and software in compliance with internal controls, policies, and standards.
3. Coordinates and implements updates to network hardware, software systems, and applications.
4. Performs other related work as needed.

Education, Experience and Certifications

Education
- Minimum requirements include a college or university degree in related field.

Experience
- Minimum requirements include knowledge and skills developed through less than 2 years of work experience in a related job discipline.

Licenses and Certifications
- None.
## Job Profile: IT User Support, Technical Lead

### Job Summary

The job provides expert-level remote technical support in resolving the most complex software issues. As a working supervisor, leads help desk support teams to respond to difficult customer queries over the phone, chat, and email, walking customers through the problem-solving process. Works with a no supervision and represents the ultimate authority for unresolved issues that have been escalated.

### FLSA Status

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### Job Family Description

Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization’s infrastructure and for end-user devices.

### Job Level Description

Has the highest level of expertise in an analytical/scientific method or operational process, typically developed through distinguished on-the-job service. Analyses information to solve on-going problems and is responsible for the results of the team and may lead projects beyond own area. Acts as a working supervisor of a technical support team, and may spend a portion of time performing the work supervised. Is responsible for results of the team.

### Responsibilities

1. Supervises a help desk/desktop support team to resolve the most complex software issues, and addresses downstream issues and/or process improvements as a result of customer issue diagnosis. Authorizes and reviews the work of other support personnel and that of employees on different teams.
2. Provides supervision, expertise, and distinguished on-the-job experience for the resolution and research of complex questions. Represents the highest tier for customer requests/inquiries as defined in the operational procedures and knowledge base.
3. Resolves escalated Service Now portal requests for the assigned human resources and procurement processes. Open, close, and manage requests through use of the Service Now portal.
4. Performs other related work as needed.

### Education, Experience and Certifications

#### Education

- Minimum requirements include vocational training or apprenticeships in related field (not typically required to have a four-year degree).

#### Experience

- Minimum requirements include knowledge and skills developed through 10+ years of work experience in a related job discipline.

#### Licenses and Certifications

- None.
Job Profile: IT User Support, Technical Specialist

**Job Summary**
The job acts as a technical support lead in the resolution of end user issues regarding hardware, site licensing, software and networking. Works autonomously within established procedures to support customers and install applications and computer peripherals. Deploys a variety of devices to customers, including computers, tablets, mobile phones, and printers/copiers.

**FLSA Status**
- ☒ Non-Exempt
- ☐ People Manager
- ☒ Individual Contributor

**Job Code**
ITIUST4

**Job Level**
T4

**Job Family Description**
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

**Job Level Description**
Has advanced and specialized expertise in an analytical/scientific method or operational process, typically developed through a combination of job-related training and considerable on-the-job experience. Completes assignments and facilitates the work activities of others; may coordinate work beyond own area. Proposes improvements to processes and methods. Acts as a lead, coordinating the work of others but is not a supervisor. Works autonomously within established procedures and practices.

**Responsibilities**
1. Uses expertise and on-the-job experience to respond to complex user needs. Coordinates and reviews the work of IT User Support staff to ensure appropriate solutions are provided.
2. Works autonomously within established procedures to provide technical support to end-users of PC, server, or mainframe applications and hardware. Manages day-to-day operations and projects for supported clients.
3. Uses expertise to simulate user problems to diagnose problems and resolve complex operating difficulties, develops troubleshooting scripts for the help desk. Proposes solutions to questions regarding system procedures, online transactions, systems status, and downtime procedures.
4. Guides end-users through troubleshooting procedures. Performs upgrades to hardware and software, recommends systems modifications to reduce user problems. Maintains a troubleshooting tracking log to ensure timely resolution of problems. Ensures service level objectives are met for supported clients.
5. Performs other related work as needed.

**Education, Experience and Certifications**

**Education**
- Minimum requirements include vocational training, apprenticeships or the equivalent experience in related field (not typically required to have a four-year degree).

**Experience**
- Minimum requirements include knowledge and skills developed through 7+ years of work experience in a related job discipline.

**Licenses and Certifications**
- None.
### Job Profile: IT User Support, Sr. Technician

#### Job Summary
Under general supervision, this position provides second-tier support to end users for PC's, Mac's, Tablets, Servers, Mobile devices, database connectivity, desktop applications, and associated hardware. Handles problems that the Service Desk Specialist is unable to resolve or technician assistance is requested. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problems.

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<th>Job Level Description</th>
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<tr>
<td>Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization’s infrastructure and for end-user devices.</td>
<td>Has developed proficiency in a range of processes or procedures through job-related training and considerable on-the-job experience. Completes a variety of atypical assignments, as needed. Works within defined processes and procedures or methodologies and may help determine the appropriate approach for new assignments. Completes work with a limited degree of supervision. Likely to act as an informal resource for colleagues with less experience.</td>
</tr>
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</table>

#### Responsibilities
1. With limited direction from others, performs a variety of IT support activities for end-user hardware/software resolution, and guides end-users through troubleshooting procedures. Uses fundamental knowledge of University software systems to recommend system modifications to reduce user problems. Simulates or recreates a range of straightforward user problems to resolve operating difficulties. Performs analyses and assists in a variety of IT support activities including, but not limited to, developing troubleshooting scripts for the help desk; and providing technical assistance in setup, installation, and configuration of desktop hardware and software in compliance with internal controls, policies, and standards.
2. Performs set-up, installation, and configuration of desktop hardware and software in compliance with internal controls, policies, and standards.
3. Coordinates and implements updates to network hardware, software systems, and applications. Maintains currency and high level of technical skill in the IT support field. Refers more complex problems to the Supervisor. Researches and analyzes computer products and systems available in the marketplace and makes recommendations to management.
4. Performs other related work as needed.

#### Education, Experience and Certifications

##### Education
- Minimum requirements include vocational training, apprenticeships or the equivalent experience in related field (not typically required to have a four-year degree).

##### Experience
- Minimum requirements include knowledge and skills developed through 5-7 years of work experience in a related job discipline.

##### Licenses and Certifications
- None.
Job Profile: IT User Support, Technician

Job Summary
The job this position provides second-tier support to resolve end user issues related to hardware, site licensing, software and networking. Supports customers through the installation of basic applications and computer peripherals. With moderate direction from others, deploys a variety of devices to customers, including computers, tablets, mobile phones, and printers/copiers.

FLSA Status

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Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

Job Level Description
Expands skills in own work area within an analytical/scientific method or operational process. Maintains appropriate licenses, training and/or certifications, as needed. Applies experience and skills to complete assigned work within our area of expertise. Works within standard operating procedures and/or scientific methods. Works with a moderate degree of supervision.

Responsibilities
1. Under the general direction of service desk management, the Service Desk Support Specialist provides Tier 1 support, acting as the first level of contact for all IT issues. Provides technical support and advice to members of the University community. Provides technical and customer support primarily via phone, live chat, walk-up, email, and web submittal.
2. Support includes email accounts, connectivity issues, operating system problems, spyware/virus removal; as well as support for various enterprise applications and a variety of desktop software packages. Writes support documents for common problems and questions to be maintained in the IT Services Knowledge Base.
3. Tracks issues to resolution updating the internal knowledgebase and/or communicating findings with relevant business units. Follows workflows for escalations when escalating problems to appropriate support groups through the IT service management system. Escalates more involved incidents to the appropriate service owner or problem manager. Combines related incidents that have become problems and address or escalate those holistically.
4. Updates daily status reports and shift handover reports. Acts as a liaison between customers and technical escalation teams by coordinating installation and maintenance services. Maintains communications with customers during the problem resolution process. Provides a single view to the organization for information technology related questions, requests, and problems. Follows proper standard operating procedures.
5. Performs other related work as needed.

Education, Experience and Certifications

Education
- Minimum requirements include vocational training, apprenticeships or the equivalent experience in related field (not typically required to have a four-year degree).

Experience
- Minimum requirements include knowledge and skills developed through 2-5 years of work experience in a related job discipline.

Licenses and Certifications
- None.
# Job Profile: Learning Technology, Director

## Job Summary
The job provides leadership and direction through managers responsible for the development, deployment, and support of information technology products and services used in teaching and learning. Develops departmental plans, including business, operational and/or organizational priorities.

## FLSA Status
- ☒ Exempt
- ☐ Non-Exempt

## Role Impact
- ☒ People Manager
- ☐ Individual Contributor

### Job Code
ITLNTM4

### Job Level
M4

## Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

## Job Level Description
Provides leadership and direction through managers. Is accountable for the performance and results of related departments. Executes functional plans and contributes to the development of unit strategy. Decisions are guided by division, school or sub-function strategy and priorities.

## Responsibilities
1. Manages employees through subordinates, usually other managers. Establishes performance goals, allocates resources and assesses policies for direct subordinates.
2. Develops departmental plans and direction for academic technology applications, initiatives, and services. Provides fiscal and budgetary oversight for the department.
3. Directs identification of technological needs and development of products and solutions in support of teaching and learning. Oversees the support for campus-wide instructional technology systems.
4. Advises internal and external stakeholders as a department liaison. Maintains appropriate internal, inter-institutional, and vendor relationships.
5. Performs other related work as needed.

## Education, Experience and Certifications

### Education
- Minimum requirements include a college or university degree in related field.

### Experience
- Minimum requirements include knowledge and skills developed through 10+ years of work experience in a related job discipline.

### Licenses and Certifications
- None.
**Job Profile: Learning Technology, Sr. Manager**

**Job Summary**
The job may manage multiple teams of managers and/or professional staff responsible for the development, deployment, and support of information technology products and services used in teaching and learning. Develops departmental plans, including business, operational and/or organizational priorities.

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**Job Code**
ITLNMTM3

**Job Level**
M3

**Job Family Description**
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization’s infrastructure and for end-user devices.

**Job Level Description**
Provides leadership to managers and professional staff. Is accountable for the performance and results of multiple related teams. Develops departmental plans, including business, operational and/or organizational priorities. Decisions are guided by resource availability and functional objectives.

**Responsibilities**
1. Manages managers and professional staff. Establishes performance goals, allocates resources and assesses policies for direct subordinates.
2. Develops departmental plans and direction for academic technology applications, initiatives, and services. Provides fiscal and budgetary oversight for the department.
3. Identifies technological needs and develops products and solutions in support of teaching and learning. Manages the support for campus-wide instructional technology systems.
4. Advises internal and external stakeholders as a department liaison. Maintains appropriate internal, inter-institutional, and vendor relationships.
5. Performs other related work as needed.

**Education, Experience and Certifications**

**Education**
- Minimum requirements include a college or university degree in related field.

**Experience**
- Minimum requirements include knowledge and skills developed through 7+ years of work experience in a related job discipline.

**Licenses and Certifications**
- None.
# Job Profile: Learning Technology, Manager

## Job Summary

The job manages a team of professional staff responsible for the development, deployment, and support of information technology products and services used in teaching and learning. Adapts departmental plans, including business, operational and/or organizational priorities.

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**Job Family Description**

Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

**Job Level Description**

Manages professional employees and/or supervisors. Is accountable for the performance and results of a team within own discipline. Adapts departmental plans and priorities to address resource and operational challenges. Decisions are guided by policies, procedures and business plan; receives guidance from manager. Provides technical guidance to employees, colleagues and/or customers.

## Responsibilities

1. Manages employees by establishing annual performance goals, allocating resources, assessing annual performance, and determining individual merit, incentive and/or promotional increases.
2. Adapts departmental plans and direction for academic technology applications, initiatives, and services. Provides fiscal and budgetary oversight for the department.
3. Identifies technological needs and develops products and solutions in support of teaching and learning. Manages the support for campus-wide instructional technology systems.
4. Advises internal and external stakeholders as a department liaison. Maintains appropriate internal, inter-institutional, and vendor relationships.
5. Performs other related work as needed.

## Education, Experience and Certifications

**Education**

- Minimum requirements include a college or university degree in related field.

**Experience**

- Minimum requirements include knowledge and skills developed through 7+ years of work experience in a related job discipline.

**Licenses and Certifications**

- None.
## Job Profile: Learning Technology, Sr. Analyst

### Job Summary
The job provides professional support and solves straightforward problems in the development, deployment, and support of information technology products and services used in teaching and learning.

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### Job Code
ITLNTP2

### Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

### Job Level Description
Requires knowledge and experience in own discipline; still acquiring higher-level knowledge and skills. Builds knowledge of the organization, processes and customers. Solves a range of straightforward problems. Analyzes possible solutions using standard procedures. Receives a moderate level of guidance and direction.

### Responsibilities
1. With some direction from others, performs a variety of IT activities supporting an e-learning environment, such as designing curriculum content.
2. Analyzes resources and services ranging from basic online courses to application of technology in teaching. This competence is developed by performing structured work assignments.
3. Monitors and analyzes trends, identifies opportunities, and explores innovative approaches to teaching and learning problems. Works with other units across campus to aggregate services in an academic context.
4. Identifies existing content and converts it into an e-learning environment, then creates user support materials.
5. Performs other related work as needed.

### Education, Experience and Certifications

#### Education
- Minimum requirements include a college or university degree in related field.

#### Experience
- Minimum requirements include knowledge and skills developed through 2-5 years of work experience in a related job discipline.

#### Licenses and Certifications
- None.
## Job Profile: Learning Technology, Analyst

### Job Summary

The job performs routine activities in the development, deployment, and support of information technology products and services used in teaching and learning.

### FLSA Status

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### Job Code

ITLNTP1

### Job Level

P1

### Job Family Description

Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

### Job Level Description

Performs routine assignments in the entry level to a professional job progression. Typically requires a college or university degree or the equivalent work experience that provides knowledge and exposure to fundamental theories, principles and concepts. Develops competence by performing structured work assignments. Uses existing procedures to solve routine or standard problems. Receives instruction, guidance and direction from others.

### Responsibilities

1. With direction from others, performs a variety of IT activities supporting an e-learning environment, such as designing curriculum content.
2. Analyzes resources and services ranging from basic online courses to application of technology in teaching. This competence is developed by performing structured work assignments.
3. Researches trends, identifies opportunities, and explores innovative approaches to teaching and learning problems. Works with other units across campus to aggregate services in an academic context.
4. Identifies existing content and converts it into an e-learning environment, then creates user support materials.
5. Performs other related work as needed.

### Education, Experience and Certifications

#### Education

- Minimum requirements include a college or university degree in related field.

#### Experience

- Minimum requirements include knowledge and skills developed through less than 2 years of work experience in a related job discipline.

#### Licenses and Certifications

- None.
Job Profile: Learning Technology, Technical Specialist

Job Summary
The job acts as a technical support lead in the development, deployment, and support of information technology products and services used in teaching and learning. Works autonomously within established procedures and practices.

FLSA Status
- ☒ Non-Exempt
- ☐ Exempt
- ☐ People Manager
- ☒ Individual Contributor

Job Code
ITLNTT4

Job Level
T4

Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

Job Level Description
Has advanced and specialized expertise in an analytical/scientific method or operational process, typically developed through a combination of job-related training and considerable on-the-job experience. Completes assignments and facilitates the work activities of others; may coordinate work beyond own area. Proposes improvements to processes and methods. Acts as a lead, coordinating the work of others - but is not a supervisor. Works autonomously within established procedures and practices.

Responsibilities
1. Acts as a lead for employees performing similar duties. Facilitates the work of other information technology staff to develop and implement technology solutions for teaching and learning.
2. Provides technical support to teachers in integrating technology in the classroom, selecting and testing software programs, and multimedia support, instructional design, single computing facility supervision, and media classroom support.
3. Works autonomously within established procedures to correct difficult problems and perform hardware and software troubleshooting.
4. Maintains expertise through activities, including reviewing research journals and attending workshops and classes.
5. Performs other related work as needed.

Education, Experience and Certifications

Education
- Minimum requirements include vocational training, apprenticeships or the equivalent experience in related field (not typically required to have a four-year degree).

Experience
- Minimum requirements include knowledge and skills developed through 7+ years of work experience in a related job discipline.

Licenses and Certifications
- None.
**Job Profile: Learning Technology, Sr. Technician**

### Job Summary
The job provides technical support in the development, deployment, and maintenance of information technology products and services used in teaching and learning. Works with limited supervision within established procedures and practices.

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<td>ITLNTT3</td>
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### Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

### Job Level Description
Has developed proficiency in a range of processes or procedures through job-related training and considerable on-the-job experience. Completes a variety of atypical assignments, as needed. Works within defined processes and procedures or methodologies and may help determine the appropriate approach for new assignments. Completes work with a limited degree of supervision. Likely to act as an informal resource for colleagues with less experience.

### Responsibilities
1. Uses knowledge and experience to implement technology solutions for teaching and learning.
2. Provides technical support to teachers in integrating technology in the classroom, selecting and testing software programs, and multimedia support, instructional design, single computing facility supervision, and media classroom support.
3. Resolves unusual hardware and software issues through troubleshooting procedures.
4. Performs other related work as needed.

### Education, Experience and Certifications

#### Education
- Minimum requirements include vocational training, apprenticeships or the equivalent experience in related field (not typically required to have a four-year degree).

#### Experience
- Minimum requirements include knowledge and skills developed through 5-7 years of work experience in a related job discipline.

#### Licenses and Certifications
- None.
### Job Profile: Network Administration, Manager

#### Job Summary
The job manages a team of professional staff responsible for maintaining the University's public and/or private networks. Monitors LANs and/or WANs, diagnosing and resolving network issues. Evaluates complex problems and provides possible solutions.

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<tr>
<td>Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.</td>
<td>Manages professional employees and/or supervisors. Is accountable for the performance and results of a team within own discipline. Adapts departmental plans and priorities to address resource and operational challenges. Decisions are guided by policies, procedures and business plan; receives guidance from manager. Provides technical guidance to employees, colleagues and/or customers.</td>
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</table>

#### Responsibilities
1. Manages employees by establishing annual performance goals, allocating resources, assessing annual performance, and determining individual merit, incentive and/or promotional increases.
2. Manages troubleshooting issues relating to the network using remote monitoring tools. Recommends improvement of software systems, network hardware, and transmission facilities using a variety of diagnostic tools.
3. Ensures the administration of the email system, monitors data traffic and controls network resource performance to ensure high-quality transmission.
4. Tests and recommends improvements for complex networks and coordinates the organization's data communication network. Removes individuals from lists of authorized users, archives files, password protection and other security measures.
5. Performs other related work as needed.

#### Education, Experience and Certifications

**Education**
- Minimum requirements include a college or university degree in related field.

**Experience**
- Minimum requirements include knowledge and skills developed through 7+ years of work experience in a related job discipline.

**Licenses and Certifications**
- None.
# Job Profile: Network Administration, Supervisor

## Job Summary

The job supervises and monitors a team of support staff responsible for maintaining the University's public and/or private networks. Monitors LANs and/or WANs, diagnosing and resolving network issues. Evaluates complex problems and provides possible solutions.

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### Job Family Description

Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

### Job Level Description

Supervises the daily activities of business or technical support or operations team. Sets priorities for the team to ensure task completion; coordinates work activities with other supervisors. Decisions are guided by policies, procedures and business plan; receives guidance and oversight from manager. Typically does not perform the work supervised.

### Responsibilities

1. Supervises employees directly including selection, training, performance appraisal and work allocation.
2. Coordinates troubleshooting issues relating to the network using remote monitoring tools. Recommends improvement of software systems, network hardware, and transmission facilities using a variety of diagnostic tools.
3. Maintains the administration of the email system, monitors data traffic and controls network resource performance to ensure high-quality transmission.
4. Tests and recommends improvements for networks and coordinates the organization's data communication network. Removes individuals from lists of authorized users, archives files, password protection and other security measures.
5. Performs other related work as needed.

### Education, Experience and Certifications

#### Education
- Minimum requirements include a college or university degree in related field.

#### Experience
- Minimum requirements include knowledge and skills developed through 5-7 years of work experience in a related job discipline.

#### Licenses and Certifications
- None.
## Job Profile: Network Administration, Sr. Specialist

### Job Summary
The job uses specialized knowledge and breadth of expertise to maintain the University's public and/or private networks. Monitors LANs and/or WANs, diagnosing and resolving network issues. Evaluates complex problems and provides possible solutions.

### FLSA Status
- ☑️ Exempt
- □ Non-Exempt

### Role Impact
- □ People Manager
- ☑️ Individual Contributor

### Job Code
ITNETP4

### Job Level
P4

### Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

### Job Level Description
Requires specialized depth and/or breadth of expertise. Interprets internal or external University issues and recommends best practices. Solves complex problems; takes a broad perspective to identify innovative solutions. Works independently, with guidance in only the most complex situations. May lead cross-functional or divisional teams or projects.

### Responsibilities
1. Configures, calibrates, maintains, and installs server applications, local/wireless area networks, and hardware to support the IT infrastructure within the University.
2. Provides expertise for troubleshooting complex issues relating to the network using remote monitoring tools. Performs improvement analysis of software systems, network hardware, and transmission facilities using a variety of diagnostic tools.
3. Leads the administration of the email system, monitors data traffic and controls network resource performance to ensure high-quality transmission. Receives minimal guidance and direction.
4. Tests and recommends improvements for complex networks and coordinates the organization's data communication network. Removes individuals from lists of authorized users, archives files, password protection and other security measures.
5. Performs other related work as needed.

### Education, Experience and Certifications

#### Education
- Minimum requirements include a college or university degree in related field.

#### Experience
- Minimum requirements include knowledge and skills developed through 7+ years of work experience in a related job discipline.

#### Licenses and Certifications
- None.
## Job Profile: Network Administration, Specialist

### Job Summary
The job uses best practices and knowledge to maintain the University's public and/or private networks. Monitors LANs and/or WANs, diagnosing and resolving network issues. Evaluates complex problems and provides possible solutions.

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### Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

### Job Level Description
Requires in-depth knowledge and experience. Uses best practices and knowledge of internal or external University issues to improve products or services. Solves complex problems; takes a new perspective using existing solutions. Works independently, receives minimal guidance. Acts as a resource for colleagues with less experience.

### Responsibilities
1. Configures, calibrates, maintains, and installs server applications, local/wireless area networks, and hardware to support the IT infrastructure within the University.
2. Troubleshoots complex issues relating to the network using remote monitoring tools. Performs analysis of software systems, network hardware, and transmission facilities using a variety of diagnostic tools.
3. Administers the email system, monitors data traffic and controls network resource performance to ensure high-quality transmission. Receives a low level of guidance and direction.
4. Tests and analyzes complex networks and coordinates the organization's data communication network. Removes individuals from lists of authorized users, archives files, password protection and other security measures.
5. Performs other related work as needed.

### Education, Experience and Certifications

#### Education
- Minimum requirements include a college or university degree in related field.

#### Experience
- Minimum requirements include knowledge and skills developed through 5-7 years of work experience in a related job discipline.

#### Licenses and Certifications
- None.
Job Profile: Network Administration, Sr. Analyst

Job Summary
The job maintains the University's public and/or private networks. Monitors LANs and/or WANs, diagnosing and resolving network issues. Evaluates routine problems and provides possible solutions using standard procedures.

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<tr>
<td>Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.</td>
<td>Requires knowledge and experience in own discipline; still acquiring higher-level knowledge and skills. Builds knowledge of the organization, processes and customers. Solves a range of straightforward problems.Analyzes possible solutions using standard procedures. Receives a moderate level of guidance and direction.</td>
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</table>

Responsibilities
1. Configures, maintains, and installs server applications, local/wireless area networks, and hardware to support the IT infrastructure within the University.
2. Troubleshoots issues relating to the network using remote monitoring tools. Performs analysis of software systems, network hardware, and transmission facilities using a variety of diagnostic tools.
3. Administers the email system, monitors data traffic and controls network resource performance to ensure high-quality transmission. Receives a moderate level of guidance and direction.
4. Tests and analyzes complex networks and coordinates the organization's data communication network. Removes individuals from lists of authorized users, archives files, password protection and other security measures.
5. Performs other related work as needed.

Education, Experience and Certifications

**Education**
- Minimum requirements include a college or university degree in related field.

**Experience**
- Minimum requirements include knowledge and skills developed through 2-5 years of work experience in a related job discipline.

**Licenses and Certifications**
- None.
# Job Profile: Network Administration, Analyst

## Job Summary
The job performs a broad range of operational business activities to maintain the University's public and/or private networks. Monitors LANs and/or WANs, diagnosing and resolving network issues. Evaluates routine problems and provides possible solutions using standard procedures.

## FLSA Status

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<th>Non-Exempt</th>
<th>People Manager</th>
<th>Individual Contributor</th>
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## Job Code
ITNETP1

## Job Level
P1

## Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

## Job Level Description
Performs routine assignments in the entry level to a professional job progression. Typically requires a college or university degree or the equivalent work experience that provides knowledge and exposure to fundamental theories, principles and concepts. Develops competence by performing structured work assignments. Uses existing procedures to solve routine or standard problems. Receives instruction, guidance and direction from others.

## Responsibilities
1. Configures, maintains, and installs server applications, local/wireless area networks, and hardware to support the IT infrastructure within the University.
2. Troubleshoots issues relating to the network using remote monitoring tools. Performs analysis of software systems, network hardware, and transmission facilities using a variety of diagnostic tools.
3. Administers the email system, monitors data traffic and controls network resource performance to ensure high-quality transmission. Receives a moderate/high level of guidance and direction.
4. Tests and analyzes networks and coordinates the organization's data communication network. Removes individuals from lists of authorized users, archives files, password protection and other security measures.
5. Performs other related work as needed.

## Education, Experience and Certifications

### Education
- Minimum requirements include a college or university degree in related field.

### Experience
- Minimum requirements include knowledge and skills developed through less than 2 years of work experience in a related job discipline.

### Licenses and Certifications
- None.
# Job Profile: Network Administration, Technical Specialist

## Job Summary
The job acts as a technical support lead in the management of the University's public and/or private networks. Works autonomously within established procedures and practices to maintain LANs and/or WANs and diagnose and resolve network issues. Evaluates and recommends networking hardware products and software upgrades.

## FLSA Status
- ☐ Exempt
- ☒ Non-Exempt

## Role Impact
- ☐ People Manager
- ☒ Individual Contributor

## Job Code
ITNETT4

## Job Level
T4

## Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

## Job Level Description
Has advanced and specialized expertise in an analytical/scientific method or operational process, typically developed through a combination of job-related training and considerable on-the-job experience. Completes assignments and facilitates the work activities of others; may coordinate work beyond own area. Proposes improvements to processes and methods. Acts as a lead, coordinating the work of others - but is not a supervisor. Works autonomously within established procedures and practices.

## Responsibilities
1. Uses expertise and considerable on-the-job experience to lead the configuration, maintenance, and installation of server applications, networks, and hardware.
2. Works autonomously to support the IT infrastructure within the institution, including the physical network (e.g., WAN/LAN, servers, terminals) as well as server and software applications.
4. Installs workstations and other devices, archives files, oversees password protection, and performs various other security measures.
5. Performs other related work as needed.

## Education, Experience and Certifications

### Education
- Minimum requirements include vocational training, apprenticeships or the equivalent experience in related field (not typically required to have a four-year degree).

### Experience
- Minimum requirements include knowledge and skills developed through 7+ years of work experience in a related job discipline.

### Licenses and Certifications
- None.
### Job Profile: Network Administration, Sr. Technician

#### Job Summary

The job provides technical support in the management of the University's public and/or private networks. Works with limited supervision within established procedures and practices to maintain LANs and/or WANs and diagnose and resolve unusual network issues. Evaluates and recommends networking hardware products and software upgrades.

#### FLSA Status  |
| ☐ Exempt | ☒ Non-Exempt |

#### Role Impact
| ☐ People Manager | ☒ Individual Contributor |

#### Job Code  |
| ITNETT3  |

#### Job Level  |
| T3  |

#### Job Family Description  |
| Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices. |

#### Job Level Description  |
| Has developed proficiency in a range of processes or procedures through job-related training and considerable on-the-job experience. Completes a variety of atypical assignments, as needed. Works within defined processes and procedures or methodologies and may help determine the appropriate approach for new assignments. Completes work with a limited degree of supervision. Likely to act as an informal resource for colleagues with less experience. |

#### Responsibilities

1. Uses on-the-job experience to resolve atypical issues related to the configuration, maintenance, and installation of server applications, networks, and hardware, such as network control software, routers, switches, lines, modems, adapters and servers.
2. Works with limited supervision to support the IT infrastructure within the institution, including the physical network (e.g., WAN/LAN, servers, terminals) as well as server and software applications. Detects and resolves technical problems related to network.
4. Installs workstations and other devices, archives files, oversees password protection, and performs various other security measures.
5. Performs other related work as needed.

#### Education, Experience and Certifications

**Education**
- Minimum requirements include vocational training, apprenticeships or the equivalent experience in related field (not typically required to have a four-year degree).

**Experience**
- Minimum requirements include knowledge and skills developed through 5-7 years of work experience in a related job discipline.

**Licenses and Certifications**
- None.
# Job Profile: Network Engineering, Director

## Job Summary

The job provides leadership and direction through managers responsible for the development of network systems with compatible infrastructure aligned with University strategies. Develops departmental plans, including business, operational and/or organizational priorities.

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<td>ITNWEM4</td>
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</table>

**Job Family Description**

Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

**Job Level Description**

Provides leadership and direction through managers. Is accountable for the performance and results of related departments. Executes functional plans and contributes to the development of unit strategy. Decisions are guided by division, school or sub-function strategy and priorities.

## Responsibilities

1. Manages employees through subordinates, usually other managers. Establishes performance goals, allocates resources and assesses policies for direct subordinates.
2. Oversees and ensures the performance and availability of the wireless and wired University networks. Advises on the planning, executing, and operation of the campus fiber plant.
3. Determines plans to sustain and improve the University's Networking Services and Information Technologies (NSIT) network. Creates strategic plans for network design, implementation, and upgrades/modifications to existing networks.
4. Performs other related work as needed.

## Education, Experience and Certifications

**Education**

- Minimum requirements include a college or university degree in related field.

**Experience**

- Minimum requirements include knowledge and skills developed through 10+ years of work experience in a related job discipline.

**Licenses and Certifications**

- None.
**Job Profile: Network Engineering, Sr. Manager**

### Job Summary

The job may manage multiple teams of managers and/or professional staff responsible for the development of network systems with compatible infrastructure aligned with University strategies. Develops departmental plans, including business, operational and/or organizational priorities.

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### Job Family Description

**Job Level Description**

Provides leadership to managers and professional staff. Is accountable for the performance and results of multiple related teams. Develops departmental plans, including business, operational and/or organizational priorities. Decisions are guided by resource availability and functional objectives.

### Responsibilities

1. Manages managers and professional staff. Establishes performance goals, allocates resources and assesses policies for direct subordinates.
2. Ensures the performance and availability of the wireless and wired University networks. Advises on the planning, executing, and operation of the campus fiber plant.
3. Recommends plans to sustain and improve the University's Networking Services and Information Technologies (NSIT) network. Creates strategic plans for network design, implementation, and upgrades/modifications to existing networks.
4. Performs other related work as needed.

### Education, Experience and Certifications

**Education**

- Minimum requirements include a college or university degree in related field.

**Experience**

- Minimum requirements include knowledge and skills developed through 7+ years of work experience in a related job discipline.

**Licenses and Certifications**

- None.
# Job Profile: Network Engineering, Manager

## Job Summary

The job manages a team of professional staff responsible for the development of network systems with compatible infrastructure aligned with University strategies. Develops departmental plans, including business, operational and/or organizational priorities.

## FLSA Status

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## Role Impact

- ☒ Exempt
- ☐ Non-Exempt
- ☒ People Manager
- ☐ Individual Contributor

## Job Code

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## Job Level Description

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Manages professional employees and/or supervisors. Is accountable for the performance and results of a team within own discipline. Adapts departmental plans and priorities to address resource and operational challenges. Decisions are guided by policies, procedures and business plan; receives guidance from manager. Provides technical guidance to employees, colleagues and/or customers.

## Responsibilities

1. Manages employees by establishing annual performance goals, allocating resources, assessing annual performance, and determining individual merit, incentive and/or promotional increases.
2. Manages the performance and availability of the wireless and wired University networks. Advises on the planning, executing, and operation of the campus fiber plant.
3. Develops plans to sustain and improve the University's Networking Services and Information Technologies (NSIT) network. Creates strategic plans for network design, implementation, and upgrades/modifications to existing networks.
4. Performs other related work as needed.

## Education, Experience and Certifications

### Education

- Minimum requirements include a college or university degree in related field.

### Experience

- Minimum requirements include knowledge and skills developed through 7+ years of work experience in a related job discipline.

### Licenses and Certifications

- None.
Job Profile: Network Engineering, Advisor

Job Summary
The job is recognized as an expert within the University, leading and providing expertise to the development of programs for network systems by applying engineering, hardware, and software design theories and principles to create a compatible system infrastructure aligned with University strategies.

FLSA Status
☒ Exempt ☐ Non-Exempt

Role Impact
☐ People Manager ☒ Individual Contributor

Job Code
ITNWEP5

Job Level
P5

Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

Job Level Description
Is a centralized role and a recognized expert within the University with campus-wide impact. Anticipates internal and or external business challenges that impact the University, vendor and/or regulatory issues; recommends process, product or service improvements. Solves unique and complex problems that have a broad impact on the University. Progression to this level is restricted on the basis of University requirements.

Responsibilities
1. Serves as an expert in development, design, and implementation of a Networking Services and Information Technologies (NSIT) network. Creates project plans for network design, implementation, and upgrades/modifications to existing networks.
2. Uses in-depth knowledge and experience to monitor and support connectivity services such as wireless and VoIP. Tests workload, monitors network capacity and performance, and diagnoses and resolves unique and complex network problems.
3. Provides expertise to complex Cisco router installations, configurations, and network outage resolution. Calibrates network hardware and services for the network environment.
4. Manages the installation of network hardware, communications wiring, wireless telecommunication facilities, communications software, and other network components. Identifies problems with network components and services. Conducts trending and analysis of network traffic patterns and recommends process improvements.
5. Performs other related work as needed.

Education, Experience and Certifications

Education
- Minimum requirements include a college or university degree in related field.

Experience
- Minimum requirements include knowledge and skills developed through 7+ years of work experience in a related job discipline.

Licenses and Certifications
- Cisco Certified Network Associate (CCNA) - Cisco
# Job Profile: Network Engineering, Sr. Specialist

## Job Summary
The job leads and provides expertise to the development of programs for network systems by applying engineering, hardware, and software design theories and principles to create a compatible system infrastructure aligned with University strategies.

## FLSA Status
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<th>☑ Exempt</th>
<th>☐ Non-Exempt</th>
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## Role Impact
- ☑ Non Manager
- ☑ Individual Contributor

## Job Code
ITNWEP4

## Job Level
P4

## Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

## Job Level Description
Requires specialized depth and/or breadth of expertise. Interprets internal or external University issues and recommends best practices. Solves complex problems; takes a broad perspective to identify innovative solutions. Works independently, with guidance in only the most complex situations. May lead cross-functional or divisional teams or projects.

## Responsibilities
1. Leads the development, design, and implementation of a Networking Services and Information Technologies (NSIT) network. Creates project plans for network design, implementation, and upgrades/modifications to existing networks.
2. Uses in-depth knowledge and experience to monitor and support connectivity services such as wireless and VoIP. Tests workload, monitors network capacity and performance, and diagnoses and resolves complex network problems.
3. Provides expertise to Cisco router installations, configurations, and network outage resolution. Calibrates network hardware and services for the network environment.
4. Manages the installation of network hardware, communications wiring, wireless telecommunication facilities, communications software, and other network components. Identifies problems with network components and services. Conducts trending and analysis of network traffic patterns and makes recommendations.
5. Performs other related work as needed.

## Education, Experience and Certifications

### Education
- Minimum requirements include a college or university degree in related field.

### Experience
- Minimum requirements include knowledge and skills developed through 7+ years of work experience in a related job discipline.

### Licenses and Certifications
- Cisco Certified Network Associate (CCNA) - Cisco
### Job Profile: Network Engineering, Specialist

### Job Summary
The job develops network systems by applying engineering, hardware, and software design theories and principles to create a compatible system infrastructure aligned with University strategies.

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### Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

### Job Level Description
Requires in-depth knowledge and experience. Uses best practices and knowledge of internal or external University issues to improve products or services. Solves complex problems; takes a new perspective using existing solutions. Works independently, receives minimal guidance. Acts as a resource for colleagues with less experience.

### Responsibilities
1. Develops, designs, and implements a Networking Services and Information Technologies (NSIT) network. Creates project plans for network design, implementation, and upgrades/modifications to existing networks.
2. Uses in-depth knowledge and experience to monitor and support connectivity services such as wireless and VoIP. Tests workload, monitors network capacity and performance, and diagnoses and resolves complex network problems.
3. Manages Cisco router installations, configurations, and network outage resolution. Calibrates network hardware and services for the network environment.
4. Manages the installation of network hardware, communications wiring, wireless telecommunication facilities, communications software, and other network components. Identifies problems with network components and services. Conducts trending and analysis of network traffic patterns and makes recommendations.
5. Performs other related work as needed.

### Education, Experience and Certifications

#### Education
- Minimum requirements include a college or university degree in related field.

#### Experience
- Minimum requirements include knowledge and skills developed through 5-7 years of work experience in a related job discipline.

#### Licenses and Certifications
- Cisco Certified Network Associate (CCNA) - Cisco
# Job Profile: Network Engineering, Sr. Analyst

## Job Summary
The job performs a range of analyses of network systems to develop a compatible system infrastructure aligned with University priorities, needs, and strategies. Acquires higher-level job-related skills and builds working knowledge of the University.

## FLSA Status
- ☒ Exempt
- ☐ Non-Exempt

## Role Impact
- ☐ People Manager
- ☒ Individual Contributor

## Job Code
ITNWEP2

## Job Level
P2

## Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

## Job Level Description
Requires knowledge and experience in own discipline; still acquiring higher-level knowledge and skills. Builds knowledge of the organization, processes and customers. Solves a range of straightforward problems. Analyzes possible solutions using standard procedures. Receives a moderate level of guidance and direction.

## Responsibilities
1. Participates in design and implementation of an Information Technology Services network.
2. Executes hands-on Cisco router installation, configuration, and network outage resolution using existing procedures to solve straightforward problems.
3. Conducts trending and analysis of network traffic patterns and makes recommendations. Configures network hardware and services for the network environment.
4. Identifies problems with switches, routers, and other network components for help desk personnel.
5. Performs other related work as needed.

## Education, Experience and Certifications

### Education
- Minimum requirements include a college or university degree in related field.

### Experience
- Minimum requirements include knowledge and skills developed through 2-5 years of work experience in a related job discipline.

### Licenses and Certifications
- None.
**Job Profile: Network Engineering, Analyst**

**Job Summary**
The job performs a broad range of operational business activities related to the analysis of network systems to develop a compatible system infrastructure aligned with University priorities, needs, and strategies. Acquires higher-level job-related skills and builds working knowledge of the University.

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**Job Family Description**
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

**Job Level Description**
Performs routine assignments in the entry level to a professional job progression. Typically requires a college or university degree or the equivalent work experience that provides knowledge and exposure to fundamental theories, principles and concepts. Develops competence by performing structured work assignments. Uses existing procedures to solve routine or standard problems. Receives instruction, guidance and direction from others.

**Responsibilities**
1. Participates in routine design and implementation of an Information Technology Services network.
2. Performs hands-on Cisco router installation, configuration, and network outage resolution using existing procedures to solve routine problems.
3. With guidance, conducts trending and analysis of network traffic patterns and makes recommendations. Configures network hardware and services for the network environment.
4. Researches problems with switches, routers, and other network components for help desk personnel.
5. Performs other related work as needed.

**Education, Experience and Certifications**

**Education**
- Minimum requirements include a college or university degree in related field.

**Experience**
- Minimum requirements include knowledge and skills developed through less than 2 years of work experience in a related job discipline.

**Licenses and Certifications**
- None.
# Job Profile: Programming, Sr. Director

## Job Summary
The job provides leadership and direction through senior managers who are responsible for software support and/or development. Directs the analysis, design, development, debugging, and modification of computer code for end user applications, beta general releases, and production support. Oversees the development and implementation of applications, web pages, and user-interfaces. Ensures the administration, maintenance, integration, and troubleshooting of code and the health of the application ecosystem.

## FLSA Status
| ☑ Exempt | ☐ Non-Exempt | ☑ People Manager | ☐ Individual Contributor |

## Job Code
ITPRGM5

## Job Level
M5

## Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

## Job Level Description
Provides divisional leadership and direction through senior managers. Is accountable for the performance and results of a unit. Gives input and executes sub-function strategy to achieve key University objectives that have campus-wide or institutional impact. Decisions are guided by functional strategy and objectives.

## Responsibilities
1. Manages employees through senior managers. Oversees the development of performance goals, establishes the structure for allocating resources and assessing division or University policies.
2. Determines functional business plans and contributes to the development of overall programming strategy. Oversees the departmental budget.
3. Ensures the application development life cycle process, including design, programming, debugging, beta general releases, and production support.
4. Oversees the development of technical designs and technical documentation. Oversees the management of the programming effort and technical implementation plans.
5. Performs other related work as needed.

## Education, Experience and Certifications

### Education
- Minimum requirements include a college or university degree in related field.

### Experience
- Minimum requirements include knowledge and skills developed through 10+ years of work experience in a related job discipline.

### Licenses and Certifications
- None.
## Job Profile: Programming, Director

### Job Summary

The job provides leadership and direction through managers who are responsible for software support and/or development. Establishes the analysis, design, development, debugging, and modification of computer code for end user applications, beta general releases, and production support. Determines the development and implementation of applications, web pages, and user-interfaces. Ensures the administration, maintenance, integration, and troubleshooting of code and the health of the application ecosystem.

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### Job Family Description

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<tr>
<td>Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.</td>
<td>Provides leadership and direction through managers. Is accountable for the performance and results of related departments. Executes functional plans and contributes to the development of unit strategy. Decisions are guided by division, school or sub-function strategy and priorities.</td>
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</tbody>
</table>

### Responsibilities

1. Manages programming staff through subordinates, usually other managers. Establishes performance goals, allocates resources, directs training, and assesses policies for direct subordinates.
2. Executes functional business plans and contributes to the development of overall programming strategy. Oversees the departmental budget.
3. Directs the application development life cycle process, including design, programming, debugging, beta general releases, and production support.
4. Establishes the development of technical designs and technical documentation. Oversees the management of the programming effort and technical implementation plans.
5. Performs other related work as needed.

### Education, Experience and Certifications

**Education**
- Minimum requirements include a college or university degree in related field.

**Experience**
- Minimum requirements include knowledge and skills developed through 10+ years of work experience in a related job discipline.

**Licenses and Certifications**
- None.
## Job Profile: Programming, Sr. Manager

### Job Summary

The job may manage multiple related teams of managers and/or professional staff responsible for software support and/or development. Plans the analysis, design, development, debugging, and modification of computer code for end user applications, beta general releases, and production support. Maintains the development and implementation of applications, web pages, and user-interfaces. Ensures the administration, maintenance, integration, and troubleshooting of code and the health of the application ecosystem.

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### Job Family Description

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<tr>
<td>Provides leadership to managers and professional staff. Is accountable for the performance and results of multiple related teams. Develops departmental plans, including business, operational and/or organizational priorities. Decisions are guided by resource availability and functional objectives.</td>
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### Job Level Description

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<tbody>
<tr>
<td>Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.</td>
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</tbody>
</table>

### Responsibilities

1. Manages programming staff through subordinates, usually other managers and professional staff. Establishes performance goals, allocates resources, directs training, and assesses policies for direct subordinates.
2. Develops functional business plans and contributes to the development of overall programming strategy.
3. Plans the application development life cycle process, including design, programming, debugging, beta general releases, and production support.
4. Recommends the development of technical designs and technical documentation.
5. Performs other related work as needed.

### Education, Experience and Certifications

#### Education

- Minimum requirements include a college or university degree in related field.

#### Experience

- Minimum requirements include knowledge and skills developed through 7+ years of work experience in a related job discipline.

#### Licenses and Certifications

- None.
# Job Profile: Programming, Manager

## Job Summary
The job manages a team of professional staff responsible for software support and/or development. Creates standards and operating procedures in the analysis, design, development, debugging, and modification of computer code for end user applications, beta general releases, and production support. Manages the development and implementation of applications, web pages, and user-interfaces using a variety of software applications, techniques, and tools.

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<td>ITPRGM2</td>
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## Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

Manages professional employees and/or supervisors. Is accountable for the performance and results of a team within own discipline. Adapts departmental plans and priorities to address resource and operational challenges. Decisions are guided by policies, procedures and business plan; receives guidance from manager. Provides technical guidance to employees, colleagues and/or customers.

## Responsibilities
1. Manages employees by establishing annual performance goals, allocating resources, assessing annual performance, and determining individual merit, incentive and/or promotional increases. Provides technical oversight and develops standards, guidelines, and processes for application systems.
2. Creates plans to translate business requirements into well-designed applications while balancing user and business needs, technical competencies, industry developments, and time constraints.
3. Advises decisions on project and infrastructure needs, including the evaluation of server technologies, languages, platforms, and frameworks. Develops timelines and project plans for the team.
5. Performs other related work as needed.

## Education, Experience and Certifications

### Education
- Minimum requirements include a college or university degree in related field.

### Experience
- Minimum requirements include knowledge and skills developed through 7+ years of work experience in a related job discipline.

### Licenses and Certifications
- None.
### Job Profile: Programming, Supervisor

#### Job Summary
The job supervises and monitors a team of support staff responsible for software support and/or development. Creates standards and operating procedures in the analysis, design, development, debugging, and modification of computer code for end user applications, beta general releases, and production support. Supervises the development and implementation of applications, web pages, and user-interfaces using a variety of software applications, techniques, and tools.

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<td>Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.</td>
<td>Supervises the daily activities of business or technical support or operations team. Sets priorities for the team to ensure task completion; coordinates work activities with other supervisors. Decisions are guided by policies, procedures and business plan; receives guidance and oversight from manager. Typically does not perform the work supervised.</td>
</tr>
</tbody>
</table>

#### Responsibilities
1. Supervises employees directly including selection, training, performance appraisal and work allocation.
2. Prepares plans to translate business requirements into well-designed applications while balancing user and business needs, technical competencies, industry developments, and time constraints.
3. Counsels decisions on project and infrastructure needs, including the evaluation of server technologies, languages, platforms, and frameworks. Develops timelines and project plans for the team.
5. Performs other related work as needed.

#### Education, Experience and Certifications

**Education**
- Minimum requirements include a college or university degree in related field.

**Experience**
- Minimum requirements include knowledge and skills developed through 5-7 years of work experience in a related job discipline.

**Licenses and Certifications**
- None.

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Table of Contents
### Job Profile: Programming, Advisor

#### Job Summary
The job is recognized as an expert within University, leading the development of programs for activities relating to software support and/or development. Analyzes, designs, develops, debugs, and modifies computer code for end user applications, beta general releases, and production support. Manages development and implementation of applications, web pages, and user-interfaces using a variety of software applications, techniques, and tools. Solves unique and complex problems in administration, maintenance, integration, and troubleshooting of code and application ecosystem currently in production.

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<td>Is a centralized role and a recognized expert within the University with campus-wide impact. Anticipates internal and external business challenges that impact the University, vendor and/or regulatory issues; recommends process, product or service improvements. Solves unique and complex problems that have a broad impact on the University. Progression to this level is restricted on the basis of University requirements.</td>
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#### Responsibilities
1. Leads in the development of new systems, features, and tools. Solves unique and complex problems and identifies opportunities for technical improvement and performance optimization. Reviews and tests code to ensure appropriate standards are met.
2. Utilizes expertise of existing and emerging technologies, including public cloud offerings from Amazon Web Services, Microsoft Azure, and Google Cloud.
3. Acts as a technical consultant and resource for faculty research, teaching, and/or administrative projects.
4. Performs other related work as needed.

#### Education, Experience and Certifications

**Education**
- Minimum requirements include a college or university degree in related field.

**Experience**
- Minimum requirements include knowledge and skills developed through 7+ years of work experience in a related job discipline.

**Licenses and Certifications**
- None.
### Job Profile: Programming, Sr. Specialist

#### Job Summary
The job leads and provides expertise to the development of programs for activities relating to software support and/or development. Analyzes, designs, develops, debugs, and modifies computer code for end user applications, beta general releases, and production support. Manages development and implementation of applications, web pages, and user-interfaces using a variety of software applications, techniques, and tools. Solves complex problems in administration, maintenance, integration, and troubleshooting of code and application ecosystem currently in production.

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<td>Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.</td>
<td>Requires specialized depth and/or breadth of expertise. Interprets internal or external University issues and recommends best practices. Solves complex problems; takes a broad perspective to identify innovative solutions. Works independently, with guidance in only the most complex situations. May lead cross-functional or divisional teams or projects.</td>
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#### Responsibilities

1. Leads in the development of new systems, features, and tools. Solves complex problems and identifies opportunities for technical improvement and performance optimization. Reviews and tests code to ensure appropriate standards are met.
2. Utilizes in-depth technical knowledge of existing and emerging technologies, including public cloud offerings from Amazon Web Services, Microsoft Azure, and Google Cloud.
3. Acts as a technical consultant and resource for faculty research, teaching, and/or administrative projects.
4. Leads or coordinates teams or projects for activities relating to software support and/or development.
5. Performs other related work as needed.

#### Education, Experience and Certifications

**Education**
- Minimum requirements include a college or university degree in related field.

**Experience**
- Minimum requirements include knowledge and skills developed through 7+ years of work experience in a related job discipline.

**Licenses and Certifications**
- None.
# Job Profile: Programming, Specialist

## Job Summary
The job works independently to perform a variety of activities relating to software support and/or development. Analyzes, designs, develops, debugs, and modifies computer code for end user applications, beta general releases, and production support. Guides development and implementation of applications, web pages, and user-interfaces using a variety of software applications, techniques, and tools. Solves complex problems in administration, maintenance, integration, and troubleshooting of code and application ecosystem currently in production.

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### Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization’s infrastructure and for end-user devices.

### Job Level Description
Requires in-depth knowledge and experience. Uses best practices and knowledge of internal or external University issues to improve products or services. Solves complex problems; takes a new perspective using existing solutions. Works independently, receives minimal guidance. Acts as a resource for colleagues with less experience.

## Responsibilities
1. Designs new systems, features, and tools. Solves complex problems and identifies opportunities for technical improvement and performance optimization. Reviews and tests code to ensure appropriate standards are met.
2. Utilizes technical knowledge of existing and emerging technologies, including public cloud offerings from Amazon Web Services, Microsoft Azure, and Google Cloud.
3. Acts as a technical consultant and resource for faculty research, teaching, and/or administrative projects.
4. Performs other related work as needed.

## Education, Experience and Certifications

### Education
- Minimum requirements include a college or university degree in related field.

### Experience
- Minimum requirements include knowledge and skills developed through 5-7 years of work experience in a related job discipline.

### Licenses and Certifications
- None.
# Job Profile: Programming, Sr. Analyst

## Job Summary

The job performs a variety of activities relating to software support and/or development. Provides analysis, design, development, debugging, and modification of computer code for end user applications, beta general releases, web pages, and production support. Troubleshoots problems using existing procedures to find a possible solution.

## FLSA Status

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## Role Impact

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## Job Code

<table>
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<th>ITPRGP2</th>
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## Job Family Description

Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

Requires knowledge and experience in own discipline; still acquiring higher-level knowledge and skills. Builds knowledge of the organization, processes and customers. Solves a range of straightforward problems. Analyzes possible solutions using standard procedures. Receives a moderate level of guidance and direction.

## Responsibilities

1. Investigates, analyzes and resolves day-to-day technical problems using standard procedures.
2. Works with stakeholders to gather and analyze requirements for developmental programs. Receives a moderate level of guidance to design applications to meet University and business requirements.
3. Performs code testing on components and works to ensure that appropriate implementation standards are met. Evaluates design alternatives for development cost and solutions using various methods.
4. Supports and maintains existing applications. Works with web developers and responds to requests from users.
5. Performs other related work as needed.

## Education, Experience and Certifications

### Education
- Minimum requirements include a college or university degree in related field.

### Experience
- Minimum requirements include knowledge and skills developed through 2-5 years of work experience in a related job discipline.

### Licenses and Certifications
- None.
# Job Profile: Programming, Analyst

## Job Summary
The job performs routine assignments related to software support and/or development. Provides analysis, design, development, debugging, and modification of computer code for end user applications, beta general releases, web pages, and production support. Troubleshoots problems using existing procedures to find a possible solution.

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## Job Code
ITPRGP1  

## Job Level
P1  

## Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

## Job Level Description
Performs routine assignments in the entry level to a professional job progression. Typically requires a college or university degree or the equivalent work experience that provides knowledge and exposure to fundamental theories, principles and concepts. Develops competence by performing structured work assignments. Uses existing procedures to solve routine or standard problems. Receives instruction, guidance and direction from others.

## Responsibilities
1. Investigates and resolves day-to-day technical problems using standard procedures.
2. Works with stakeholders to gather and analyze requirements for developmental programs. Receives a moderate/high level of guidance to design applications to meet University and business requirements.
3. Performs code testing on components and works to ensure that appropriate implementation standards are met.
4. Supports and maintains existing applications. Works with web developers and responds to requests from users.
5. Performs other related work as needed.

## Education, Experience and Certifications

### Education
- Minimum requirements include a college or university degree in related field.

### Experience
- Minimum requirements include knowledge and skills developed through less than 2 years of work experience in a related job discipline.

### Licenses and Certifications
- None.
## Job Profile: Quality Acceptance Testing, Specialist

### Job Summary
The job works independently to conduct quality acceptance testing and monitoring within Information Technology. Uses knowledge of the University and of best practices to create, document, and implement quality processes at multiple stages prior to release to end users.

### FLSA Status
- ☑ Exempt
- ☐ Non-Exempt

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<tr>
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<tr>
<td>ITQATP3</td>
<td>P3</td>
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### Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

### Job Level Description
Requires in-depth knowledge and experience. Uses best practices and knowledge of internal or external University issues to improve products or services. Solves complex problems; takes a new perspective using existing solutions. Works independently, receives minimal guidance. Acts as a resource for colleagues with less experience.

### Responsibilities
1. Solves complex problems reported both internally and by subscribers. Uses best practices and in-depth knowledge to review, recommend, and implement test strategies and plans. Improves automated testing suites as appropriate.
2. Collaborates with developers, internal users, and other stakeholders to establish long-term quality targets.
3. Solves problems using testing, coding and bug management software and tools. Effectively communicates findings to superiors in areas of responsibility (i.e. status reports).
4. Performs other related work as needed.

### Education, Experience and Certifications

**Education**
- Minimum requirements include a college or university degree in related field.

**Experience**
- Minimum requirements include knowledge and skills developed through 5-7 years of work experience in a related job discipline.

**Licenses and Certifications**
- None.
## Job Profile: Quality Acceptance Testing, Sr. Analyst

### Job Summary
The job performs a range of activities related to quality acceptance testing and monitoring within Information Technology. Coordinates necessary testing efforts. With a moderate level of guidance, creates, documents, and implements quality processes at multiple stages prior to release.

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<td>☐ People Manager</td>
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### Job Code
ITQATP2

### Job Level
P2

### Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

### Job Level Description
Requires knowledge and experience in own discipline; still acquiring higher-level knowledge and skills. Builds knowledge of the organization, processes and customers. Solves a range of straightforward problems. Analyzes possible solutions using standard procedures. Receives a moderate level of guidance and direction.

### Responsibilities
1. Conducts quality acceptance testing and monitoring of information technology processes, financial research data, and University software products.
2. Executes tests and evaluates results, investigating suspected product defects and analyzing possible solutions using standard procedures.
3. Troubleshoots problems reported both internally and externally. Responds clearly and accurately to appropriate parties.
4. Coordinates with others to determine ideal testing given available resources. With a moderate level of guidance, serves as a backup to other user support personnel.
5. Performs other related work as needed.

### Education, Experience and Certifications

#### Education
- Minimum requirements include a college or university degree in related field.

#### Experience
- Minimum requirements include knowledge and skills developed through 2-5 years of work experience in a related job discipline.

#### Licenses and Certifications
- None.
# Job Profile: Systems Administration, Sr. Director

## Job Summary

The job provides leadership and direction through senior managers who are responsible for designing automated, scalable, and rapidly deployable solutions to infrastructure development and server configuration. Oversees the installation, configuration, and maintenance of operating, monitoring, and alert systems, utility software, and firewalls.

## FLSA Status

| ☒ Exempt | ☐ Non-Exempt | ☒ People Manager | ☐ Individual Contributor |

## Job Code

| ITSYSM5 | M5 |

## Job Family Description

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<tr>
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<tr>
<td>Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization’s infrastructure and for end-user devices.</td>
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<tr>
<td>Provides divisional leadership and direction through senior managers. Is accountable for the performance and results of a unit. Gives input and executes sub-function strategy to achieve key University objectives that have campus-wide or institutional impact. Decisions are guided by functional strategy and objectives.</td>
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## Responsibilities

1. Manages employees through senior managers. Oversees the development of performance goals, establishes the structure for allocating resources and assessing division or University policies.
2. Establishes functional business plans and contributes to the development of IT systems strategy, goals, and priorities.
3. Oversees the planning, execution, and management of IT Services projects. Directs front-line troubleshooting and problem solving.
4. Performs other related work as needed.

## Education, Experience and Certifications

### Education

- Minimum requirements include a college or university degree in related field.

### Experience

- Minimum requirements include knowledge and skills developed through 10+ years of work experience in a related job discipline.

### Licenses and Certifications

- None.
# Job Profile: Systems Administration, Director

## Job Summary
The job provides leadership and direction through managers who are responsible for designing automated, scalable, and rapidly deployable solutions to infrastructure development and server configuration. Oversees the installation, configuration, and maintenance of operating, monitoring, and alert systems, utility software, and firewalls.

## FLSA Status
- ☑ Exempt
- ☐ Non-Exempt

## Role Impact
- ☑ People Manager
- ☐ Individual Contributor

## Job Code
- ITSYSM4

## Job Level
- M4

## Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

## Job Level Description
Provides leadership and direction through managers. Is accountable for the performance and results of related departments. Executes functional plans and contributes to the development of unit strategy. Decisions are guided by division, school or sub-function strategy and priorities.

## Responsibilities
1. Manages employees through subordinates, usually other managers. Establishes performance goals, allocates resources and assesses policies for direct subordinates.
2. Directs functional business plans and contributes to the development of IT systems strategy, goals, and priorities.
3. Oversees the planning, execution, and management of IT Services projects. Directs front-line troubleshooting and problem solving.
4. Performs other related work as needed.

## Education, Experience and Certifications

### Education
- Minimum requirements include a college or university degree in related field.

### Experience
- Minimum requirements include knowledge and skills developed through 10+ years of work experience in a related job discipline.

### Licenses and Certifications
- None.
# Job Profile: Systems Administration, Sr. Manager

## Job Summary

The job manages multiple related teams of managers and/or professional staff responsible for designing automated, scalable, and rapidly deployable solutions to infrastructure development and server configuration. May oversee the academic technology, installation, configuration, and maintenance of operating, monitoring, and alert systems, utility software, and firewalls.

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## Job Code

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## Job Family Description

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<tr>
<td>Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.</td>
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</table>

## Job Level Description

| Provides leadership to managers and professional staff. Is accountable for the performance and results of multiple related teams. Develops departmental plans, including business, operational and/or organizational priorities. Decisions are guided by resource availability and functional objectives. |

## Responsibilities

1. Lead the team responsible for architecture and administration of servers and related collaborative applications. Provides technical guidance to employees, colleagues and/or customers.
2. Monitors the implementation of approved best practices and information technology policies that maximizes efficiency and productivity.
3. Manages the creation of standards and procedures to maintain production servers that run the operating system. Manages the installation, configuration, and maintenance of operating systems and utility software.
4. Provides leadership for the planning, design, implementation, budgeting, and management of information technology resources.
5. Performs other related work as needed.

## Education, Experience and Certifications

### Education

- Minimum requirements include a college or university degree in related field.

### Experience

- Minimum requirements include knowledge and skills developed through 7+ years of work experience in a related job discipline.

### Licenses and Certifications

- None.
# Job Profile: Systems Administration, Manager

## Job Summary
The job manages a team of professional staff responsible for designing automated, scalable, and rapidly deployable solutions to infrastructure development and server configuration. Manages the provision of hands-on maintenance for production servers as well as Windows and Linux servers.

## FLSA Status
- ☒ Exempt
- ☐ Non-Exempt

## Role Impact
- ☒ People Manager
- ☐ Individual Contributor

## Job Code
- ITSYSM2

## Job Level
- M2

## Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization’s infrastructure and for end-user devices.

## Job Level Description
Manages professional employees and/or supervisors. Is accountable for the performance and results of a team within own discipline. Adapts departmental plans and priorities to address resource and operational challenges. Decisions are guided by policies, procedures and business plan; receives guidance from manager. Provides technical guidance to employees, colleagues and/or customers.

## Responsibilities
1. Manages a single team's progress by maintaining accurate and up-to-date logs, ensures that all projects have the necessary management oversight and approvals for successful completion.
2. Ensures the implementation of approved best practices and information technology policies that result in the highest quality systems administration.
3. Manages the creation of standards and procedures to maintain production servers that run the operating system.
4. Performs other related work as needed.

## Education, Experience and Certifications

### Education
- Minimum requirements include a college or university degree in related field.

### Experience
- Minimum requirements include knowledge and skills developed through 7+ years of work experience in a related job discipline.

### Licenses and Certifications
- None.
<table>
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<tr>
<th>Job Profile: Systems Administration, Supervisor</th>
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<td><strong>Job Summary</strong></td>
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<tr>
<td>The job supervises and monitors a team of support staff responsible for designing automated, scalable, and rapidly deployable solutions to infrastructure development and server configuration. Maintains the provision of hands-on maintenance for production servers as well as Windows and Linux servers.</td>
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<tr>
<td>Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.</td>
<td>Supervises the daily activities of business or technical support or operations team. Sets priorities for the team to ensure task completion; coordinates work activities with other supervisors. Decisions are guided by policies, procedures and business plan; receives guidance and oversight from manager. Typically does not perform the work supervised.</td>
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<th>Responsibilities</th>
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<tr>
<td>1. Supervises the team's progress by maintaining accurate and up-to-date logs, ensures that all projects have the necessary management oversight and approvals for successful completion.</td>
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<td>2. Prepares the implementation of approved best practices and information technology policies that result in the highest quality systems administration.</td>
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<td>3. Plans the creation of standards and procedures to maintain production servers that run the operating system. Manages the installation, configuration, and maintenance of operating systems and utility software.</td>
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<td>4. Performs other related work as needed.</td>
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<th>Education, Experience and Certifications</th>
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**Education**
- Minimum requirements include a college or university degree in related field.

**Experience**
- Minimum requirements include knowledge and skills developed through 5-7 years of work experience in a related job discipline.

**Licenses and Certifications**
- None.
**Job Profile: Systems Administration, Advisor**

**Job Summary**
The job is recognized as an expert within University, responsible for designing automated, scalable, and rapidly deployable solutions to infrastructure development and server configuration. Solves unique and complex problems related to installation, configuration, and maintenance of operating systems. Uses best practices and systems knowledge to monitor and alert systems, utility software, and firewalls. Guides maintenance for production servers as well as Windows and Linux servers.

**FLSA Status**
- ☒ Exempt
- ☐ Non-Exempt

**Role Impact**
- ☐ People Manager
- ☒ Individual Contributor

**Job Code**
- ITSYSP5

**Job Level**
- P5

**Job Family Description**
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

**Job Level Description**
Is a centralized role and a recognized expert within the University with campus-wide impact. Anticipates internal and or external business challenges that impact the University, vendor and/or regulatory issues; recommends process, product or service improvements. Solves unique and complex problems that have a broad impact on the University. Progression to this level is restricted on the basis of University requirements.

**Responsibilities**
1. Solves unique and complex problems to configure, install, upgrade, and maintain server applications and hardware. Works to safeguard the integrity of computer software. Implements operating system enhancements to improve the reliability and performance of the system.
2. Leads the administration of operating systems, maintains security, and implements backup procedures for the organization's information systems and peripheral equipment, such as servers, desktops, printers, and storage devices.
3. Provides expertise in planning and installing necessary patches and upgrades for servers and their associated storage, network, communications, and peripheral sub-systems. Installs and maintains an appropriate level of intrusion detection, monitoring, and auditing software as required.
4. Improves tracking of compliance and maintaining documentation for hardware, software, and service inventories for management reports.
5. Performs other related work as needed.

**Education, Experience and Certifications**

**Education**
- Minimum requirements include a college or university degree in related field.

**Experience**
- Minimum requirements include knowledge and skills developed through 7+ years of work experience in a related job discipline.

**Licenses and Certifications**
- None.
## Job Profile: Systems Administration, Sr. Specialist

### Job Summary
The job uses specialized knowledge and breadth of expertise to design automated, scalable, and rapidly deployable solutions to infrastructure development and server configuration. Leads installation, configuration, and maintenance of operating systems. Uses best practices and systems knowledge to monitor and alert systems, utility software, and firewalls. Guides maintenance for production servers as well as Windows and Linux servers.

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### Job Family Description
**Responsibilities**
1. Solves complex problems to configure, install, upgrade, and maintain server applications and hardware. Works to safeguard the integrity of computer software. Implements operating system enhancements to improve the reliability and performance of the system.
2. Guides the administration of operating systems, maintains security, and implements backup procedures for the organization's information systems and peripheral equipment, such as servers, desktops, printers, and storage devices.
3. Provides expertise in planning and installing necessary patches and upgrades for servers and their associated storage, network, communications, and peripheral sub-systems. Installs and maintains an appropriate level of intrusion detection, monitoring, and auditing software as required.
4. Tracks compliance and maintains documentation for hardware, software, and service inventories for management reports.
5. Performs other related work as needed.

### Education, Experience and Certifications

#### Education
- Minimum requirements include a college or university degree in related field.

#### Experience
- Minimum requirements include knowledge and skills developed through 7+ years of work experience in a related job discipline.

#### Licenses and Certifications
- None.
**Job Profile: Systems Administration, Specialist**

**Job Summary**

The job designs automated, scalable, and rapidly deployable solutions to infrastructure development and server configuration. Works independently to install, configure, and maintain operating systems. Uses best practices and systems knowledge to monitor and alert systems, utility software, and firewalls. Guides maintenance for production servers as well as Windows and Linux servers.

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**Job Family Description**

Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

**Job Level Description**

Requires in-depth knowledge and experience. Uses best practices and knowledge of internal or external University issues to improve products or services. Solves complex problems; takes a new perspective using existing solutions. Works independently, receives minimal guidance. Acts as a resource for colleagues with less experience.

**Responsibilities**

1. Configures, installs, upgrades, and maintains server applications and hardware. Works to safeguard the integrity of computer software. Implements operating system enhancements to improve the reliability and performance of the system.
2. Administers operating systems, maintains security, and implements backup procedures for the organization's information systems and peripheral equipment, such as servers, desktops, printers, and storage devices.
3. Plans and installs necessary patches and upgrades for servers and their associated storage, network, communications, and peripheral sub-systems. Installs and maintains an appropriate level of intrusion detection, monitoring, and auditing software as required.
4. Tracks compliance and maintains documentation for hardware, software, and service inventories for management reports.
5. Performs other related work as needed.

**Education, Experience and Certifications**

**Education**
- Minimum requirements include a college or university degree in related field.

**Experience**
- Minimum requirements include knowledge and skills developed through 5-7 years of work experience in a related job discipline.

**Licenses and Certifications**
- None.
## Job Summary
The job participates in the design of automated, scalable, and rapidly deployable solutions to systems infrastructure and server configuration. Installs, configures, and maintains operating systems, monitoring and alerting systems, utility software, and firewalls. Plans and executes hands-on maintenance for production servers as well as Windows and Linux servers.

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<tr>
<td>ITSYSP2</td>
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### Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

### Job Level Description
Requires knowledge and experience in own discipline; still acquiring higher-level knowledge and skills. Builds knowledge of the organization, processes and customers. Solves a range of straightforward problems. Analyzes possible solutions using standard procedures. Receives a moderate level of guidance and direction.

### Responsibilities
1. Maintains complex system and network administration functions. Works with moderate guidance to administer simple systems and assists in the administration of larger systems.
2. Installs, configures, and maintains operating system workstations and servers. Performs software installations and upgrades to operating systems and layered software packages. Monitors and tunes the system to achieve optimum performance levels, acquiring higher-level skills in the process.
3. Ensures integrity by implementing appropriate routine software and hardware solutions. Conducts routine hardware and software audits of workstations, backing up all information.
4. Maintains all supporting documentation for comprehensive operating system, hardware and software configuration. Monitors primary responses for information technology related security incidents and violations. Keeps current with new security and network monitoring technologies, applicable laws, and regulations.
5. Performs other related work as needed.

## Education, Experience and Certifications
### Education
- Minimum requirements include a college or university degree in related field.

### Experience
- Minimum requirements include knowledge and skills developed through 2-5 years of work experience in a related job discipline.

### Licenses and Certifications
- None.
Job Profile: Systems Administration, Technical Specialist

Job Summary
The job acts as a technical support lead in the design of automated, scalable, and rapidly deployable solutions for infrastructure development and server configuration. Installs, configures, and maintains operating systems, monitoring and alerting systems, utility software, and firewalls. Provides hands-on maintenance for production servers as well as Windows and Linux servers. Works autonomously within established procedures and practices.

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Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

Job Level Description
Has advanced and specialized expertise in an analytical/scientific method or operational process, typically developed through a combination of job-related training and considerable on-the-job experience. Completes assignments and facilitates the work activities of others; may coordinate work beyond own area. Proposes improvements to processes and methods. Acts as a lead, coordinating the work of others - but is not a supervisor. Works autonomously within established procedures and practices.

Responsibilities
1. Acts as a lead for employees performing similar duties to maintain the integrity of an operating system environment.
2. Works autonomously within established procedures to handle all complex aspects of systems administration, including system software upgrades, workstation and server administration setup, managing system resource, and systems security administration functions.
3. Maintains the production change control schedules, system documentation and logs, and the network security authentication. Maintains growth statistics, space forecasts, storage libraries, and software and hardware inventories.
4. Performs or assists in troubleshooting and diagnosing complex production problems. Performs data backups and recoveries.
5. Performs other related work as needed.

Education, Experience and Certifications

Education
- Minimum requirements include vocational training, apprenticeships or the equivalent experience in related field (not typically required to have a four-year degree).

Experience
- Minimum requirements include knowledge and skills developed through 7+ years of work experience in a related job discipline.

Licenses and Certifications
- None.
Job Profile: Systems Administration, Sr. Technician

Job Summary
The job provides a range of technical support activities in the design of automated, scalable, and rapidly deployable solutions for infrastructure development and server configuration. Installs, configures, and maintains operating systems, monitoring and alerting systems, utility software, and firewalls. Provides hands-on maintenance for production servers as well as Windows and Linux servers. Works with limited supervision within established procedures and practices.

FLSA Status
☐ Exempt  ☒ Non-Exempt

Role Impact
☐ People Manager  ☒ Individual Contributor

Job Code
ITSYST3

Job Level
T3

Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

Job Level Description
Has developed proficiency in a range of processes or procedures through job-related training and considerable on-the-job experience. Completes a variety of atypical assignments, as needed. Works within defined processes and procedures or methodologies and may help determine the appropriate approach for new assignments. Completes work with a limited degree of supervision. Likely to act as an informal resource for colleagues with less experience.

Responsibilities
1. Works with limited supervision within established procedures to handle unusual aspects of systems administration, including system software upgrades, workstation and server administration setup, managing system resource, and systems security administration functions.
2. Maintains the production change control schedules, system documentation and logs, and the network security authentication. Maintains growth statistics, space forecasts, storage libraries, and software and hardware inventories.
3. Performs or assists in troubleshooting and detecting unusual production problems. Performs recovery procedures, schedules back-ups, and monitors batch processes.
4. Administers and maintains security of operating systems.
5. Performs other related work as needed.

Education, Experience and Certifications

Education
- Minimum requirements include vocational training, apprenticeships or the equivalent experience in related field (not typically required to have a four-year degree).

Experience
- Minimum requirements include knowledge and skills developed through 5-7 years of work experience in a related job discipline.

Licenses and Certifications
- None.
Job Summary
The job provides leadership and direction through managers responsible for front-end order processing and client support for telecommunication services across the University and Medical Center. Ensures the development of standards, procedures and operational plans for implementation of audio/web/video conference services, cellular services, and voice and data services. Oversees telecommunication project planning and implementation, and reviews contracts with external service providers.

FLSA Status | Role Impact
--- | ---
☒ Exempt | ☒ People Manager
☐ Non-Exempt | ☐ Individual Contributor

| Job Code | Job Level |
--- | --- |
ITTELM4 | M4 |

Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization’s infrastructure and for end-user devices.

Job Level Description
Provides leadership and direction through managers. Is accountable for the performance and results of related departments. Executes functional plans and contributes to the development of unit strategy. Decisions are guided by division, school or sub-function strategy and priorities.

Responsibilities
1. Oversees operational plans for personnel performing activities calling card services, internet services, audio/web/video conference services, and cellular services. Ensures established plans and performance standards.
2. Ensures the completed monthly and quarterly invoice audits completed by staff. Audits the monthly affiliate billing and verifies the validity of the voice/data charges, as well as communication billing system call rejects for all services.
4. Performs other related work as needed.

Education, Experience and Certifications

Education
- Minimum requirements include a college or university degree in related field.

Experience
- Minimum requirements include knowledge and skills developed through 10+ years of work experience in a related job discipline.

Licenses and Certifications
- None.
## Job Profile: Telecommunications Services, Sr. Manager

### Job Summary

The job may manage multiple related teams of managers and/or professional staff responsible for front-end order processing and client support for telecommunication services across the University and Medical Center. Manages the development of standards, procedures and operational plans for implementation of audio/web/video conference services, cellular services, and voice and data services. Advises on telecommunication project planning and implementation, and reviews contracts with external service providers.

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### Job Family Description

Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

Provides leadership to managers and professional staff. Is accountable for the performance and results of multiple related teams. Develops departmental plans, including business, operational and/or organizational priorities. Decisions are guided by resource availability and functional objectives.

### Responsibilities

1. Manages operational plans for personnel performing activities calling card services, internet services, audio/web/video conference services, and cellular services. Ensures established plans and performance standards.
2. Responsible for the completed monthly and quarterly invoice audits completed by staff. Audits the monthly affiliate billing and verifies the validity of the voice/data charges, as well as communication billing system call rejects for all services.
4. Performs other related work as needed.

### Education, Experience and Certifications

**Education**
- Minimum requirements include a college or university degree in related field.

**Experience**
- Minimum requirements include knowledge and skills developed through 7+ years of work experience in a related job discipline.

**Licenses and Certifications**
- None.
# Job Profile: Telecommunications Services, Manager

## Job Summary
The job manages a team of professional staff responsible for front-end order processing and client support for telecommunication services across the University and Medical Center. Manages the development of standards, procedures and operational plans for implementation of audio/web/video conference services, cellular services, and voice and data services. Manages telecommunication project planning and implementation, and reviews contracts with external service providers.

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## Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

Manages professional employees and/or supervisors. Is accountable for the performance and results of a team within own discipline. Adapts departmental plans and priorities to address resource and operational challenges. Decisions are guided by policies, procedures and business plan; receives guidance from manager. Provides technical guidance to employees, colleagues and/or customers.

## Responsibilities
1. Creates operational plans for personnel performing activities calling card services, internet services, audio/web/video conference services, and cellular services. Monitors established plans and performance standards.
2. Evaluates the completed monthly and quarterly invoice audits completed by staff and forwards to management. Audits the monthly affiliate billing and verifies the validity of the voice/data charges, as well as communication billing system call rejects for all services.
4. Performs other related work as needed.

## Education, Experience and Certifications

### Education
- Minimum requirements include a college or university degree in related field.

### Experience
- Minimum requirements include knowledge and skills developed through 7+ years of work experience in a related job discipline.

### Licenses and Certifications
- None.
## Job Profile: Telecommunications Services, Supervisor

### Job Summary

The job supervises and monitors a team of support staff responsible for front-end order processing and client support for telecommunication services across the University and Medical Center. Manages the development of standards, procedures and operational plans for implementation of audio/web/video conference services, cellular services, and voice and data services. Supervises telecommunication project planning and implementation, and reviews contracts with external service providers.

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### Job Family Description

Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

### Job Level Description

Supervises the daily activities of business or technical support or operations team. Sets priorities for the team to ensure task completion; coordinates work activities with other supervisors. Decisions are guided by policies, procedures and business plan; receives guidance and oversight from manager. Typically does not perform the work supervised.

### Responsibilities

1. Maintains operational plans for personnel performing activities calling card services, internet services, audio/web/video conference services, and cellular services. Monitors established plans and performance standards.
2. Evaluates the completed monthly and quarterly invoice audits completed by staff and forwards to management. Audits the monthly affiliate billing and verifies the validity of the voice/data charges, as well as communication billing system call rejects for all services.
4. Performs other related work as needed.

### Education, Experience and Certifications

**Education**

- Minimum requirements include a college or university degree in related field.

**Experience**

- Minimum requirements include knowledge and skills developed through 5-7 years of work experience in a related job discipline.

**Licenses and Certifications**

- None.
Job Profile: Telecommunications Services, Sr. Specialist

Job Summary
The job leads and provides expertise to the development of programs for front-end order processing and client support for all telecommunication services across the University and Medical Center, including audio/web/video conference services; cellular services; service adds, moves, and changes; and auditing of voice and data services. Guides telecommunication project planning and implementation, and works independently to conduct contract reviews and service provider negotiations.

FLSA Status
☑ Exempt
☐ Non-Exempt

Role Impact
☐ People Manager
☒ Individual Contributor

Job Code
ITTTEL4

Job Level
P4

Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

Job Level Description
Requires specialized depth and/or breadth of expertise. Interprets internal or external University issues and recommends best practices. Solves complex problems; takes a broad perspective to identify innovative solutions. Works independently, with guidance in only the most complex situations. May lead cross-functional or divisional teams or projects.

Responsibilities
1. Leads the education, training, development, promotion, and implementation of voice and data services. Collaborates with users in the analysis, research, and implementation of voice and data requirements for all users within the University and affiliate groups.
2. Performs front-end tracking and verification of all email and voicemail requests. Tests that all user requests are tracked, completed, and closed with a resolution by utilizing an internal work order management system.
3. Solves complex problems in voicemail and standard voice services based on user need and technology. Uses in-depth knowledge and experience to maintain optimum cellular services for University users.
4. Acts as a resource for students or other targeted clients. Designs marketing materials of General Services for targeted clients and verify that all public documentation is accurate and updated.
5. Performs other related work as needed.

Education, Experience and Certifications

Education
• Minimum requirements include a college or university degree in related field.

Experience
• Minimum requirements include knowledge and skills developed through 7+ years of work experience in a related job discipline.

Licenses and Certifications
• None.
## Job Profile: Telecommunications Services, Specialist

### Job Summary
The job administers front-end order processing and client support for all telecommunication services across the University and Medical Center, including audio/web/video conference services; cellular services; service adds, moves, and changes; and auditing of voice and data services. Guides telecommunication project planning and implementation, and works independently to conducts contract reviews and service provider negotiations.

### FLSA Status
- ☒ Exempt
- ☐ Non-Exempt

### Role Impact
- ☐ People Manager
- ☒ Individual Contributor

### Job Code
- ITTELP3

### Job Level
- P3

### Job Family Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices.

### Job Level Description
Requires in-depth knowledge and experience. Uses best practices and knowledge of internal or external University issues to improve products or services. Solves complex problems; takes a new perspective using existing solutions. Works independently, receives minimal guidance. Acts as a resource for colleagues with less experience.

### Responsibilities
1. Guides the education, training, development, promotion, and implementation of voice and data services. Collaborates with users in the analysis, research, and implementation of voice and data requirements for all users within the University and affiliate groups.
2. Performs front-end tracking and verification of all email and voicemail requests. Tests that all user requests are tracked, completed, and closed with a resolution by utilizing an internal work order management system.
3. Solves complex problems in voicemail and standard voice services based on user need and technology. Uses in-depth knowledge and experience to maintain optimum cellular services for University users.
4. Acts as a resource for students or other targeted clients. Designs marketing materials of General Services for targeted clients and verify that all public documentation is accurate and updated.
5. Performs other related work as needed.

### Education, Experience and Certifications

#### Education
- Minimum requirements include a college or university degree in related field.

#### Experience
- Minimum requirements include knowledge and skills developed through 5-7 years of work experience in a related job discipline.

#### Licenses and Certifications
- None.
Job Profile: Telecommunications Services, Sr. Analyst

Job Summary
The job provides professional support and solves straightforward problems in administering front-end order processing and client support for all telecommunication services across the University and Medical Center, including audio/web/video conference services; cellular services; service adds, moves, and changes; and auditing of voice and data services. Applies telecommunication project planning and implementation, and works somewhat independently to conduct contract reviews and service provider negotiations.

FLSA Status | Role Impact
--- | ---
☒ Exempt | ☐ People Manager
☐ Non-Exempt | ☒ Individual Contributor

Job Code | Job Level
--- | ---
ITTELP2 | P2

Job Family Description | Job Level Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization’s infrastructure and for end-user devices. | Requires knowledge and experience in own discipline; still acquiring higher-level knowledge and skills. Builds knowledge of the organization, processes and customers. Solves a range of straightforward problems. Analyzes possible solutions using standard procedures. Receives a moderate level of guidance and direction.

Responsibilities
1. Works with moderate levels of guidance and serves as the first point of contact to help with education, training, development, promotion, and implementation of voice and data services. Collaborates with users in the analysis, research, and implementation of voice and data requirements for all users within the University and affiliate groups.
2. Performs front-end tracking and verification of all email and voicemail requests. Tests that all user requests are tracked, completed, and closed with a resolution by utilizing an internal work order management system.
3. Solves straightforward problems in voicemail and standard voice services based on user need and technology. Uses moderate levels of knowledge and experience to maintain optimum cellular services for University users.
4. Acts as a resource for students or other targeted clients. Designs marketing materials of General Services for targeted clients and verify that all public documentation is accurate and updated.
5. Performs other related work as needed.

Education, Experience and Certifications

Education
- Minimum requirements include a college or university degree in related field.

Experience
- Minimum requirements include knowledge and skills developed through 2-5 years of work experience in a related job discipline.

Licenses and Certifications
- None.
# Job Profile: Telecommunications Services, Analyst

## Job Summary

The job performs a broad range of operational business activities related to administering front-end order processing and client support for all telecommunication services across the University and Medical Center, including audio/web/video conference services; cellular services; service adds, moves, and changes; and auditing of voice and data services. Has general awareness of telecommunication project planning and implementation, and works under instruction to conduct contract reviews and service provider negotiations.

## FLSA Status

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## Role Impact

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## Job Code

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## Job Level

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## Job Family Description

Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization’s infrastructure and for end-user devices.

## Job Level Description

Performs routine assignments in the entry level to a professional job progression. Typically requires a college or university degree or the equivalent work experience that provides knowledge and exposure to fundamental theories, principles and concepts. Develops competence by performing structured work assignments. Uses existing procedures to solve routine or standard problems. Receives instruction, guidance and direction from others.

## Responsibilities

1. Works with high levels of guidance and serves as the first point of contact to help with education, training, development, promotion, and implementation of voice and data services. Collaborates with users in the analysis, research, and implementation of voice and data requirements for all users within the University and affiliate groups.
2. Performs front-end tracking and verification of all email and voicemail requests. Tests that all user requests are tracked, completed, and closed with a resolution by utilizing an internal work order management system.
3. Solves routine problems in voicemail and standard voice services based on user need and technology. Uses developing levels of knowledge and experience to maintain optimum cellular services for University users.
4. Assists in the design of marketing materials of General Services for targeted clients and verify that all public documentation is accurate and updated.
5. Performs other related work as needed.

## Education, Experience and Certifications

### Education

- Minimum requirements include a college or university degree in related field.

### Experience

- Minimum requirements include knowledge and skills developed through less than 2 years of work experience in a related job discipline.

### Licenses and Certifications

- None.
Job Profile: Telecommunications Services, Business Sr. Assistant

Job Summary
The job provides business support within established procedures related to administering front-end order processing and client support for all telecommunication services across the University and Medical Center, including audio/web/video conference services; cellular services; service adds, moves, and changes; and auditing of voice and data services. Assists in telecommunication project planning and implementation.

FLSA Status | Role Impact
--- | ---
☒ Exempt | ☐ People Manager
☐ Non-Exempt | ☒ Individual Contributor

Job Code | Job Level
ITTELB2 | B2

Job Family Description | Job Level Description
Responsible for the design, implementation, and maintenance of new and existing applications, systems architecture, and network infrastructure. Ensures operation and security of all servers and networks. Configures, installs, maintains and upgrades applications and hardware for the organization's infrastructure and for end-user devices. | Has developed knowledge and skills through formal training or considerable work experience. Works within established procedures with a moderate degree of supervision.

Responsibilities
1. Works with high levels of guidance and serves as the first point of contact to help with education, training, development, promotion, and implementation of voice and data services.
2. Supports front-end tracking and verification of all email and voicemail requests. Tests that all user requests are tracked, completed, and closed with a resolution by utilizing an internal work order management system.
3. Handles routine problems in voicemail and standard voice services based on user need and technology. Uses developing levels of knowledge to maintain optimum cellular services for University users.
4. Assists in the design of marketing materials of General Services for targeted clients and verify that all public documentation is accurate and updated.
5. Performs other related work as needed.

Education, Experience and Certifications

Education
- Minimum requirements include vocational training, apprenticeships or the equivalent experience in related field (not typically required to have a four-year degree).

Experience
- Minimum requirements include knowledge and skills developed through 2-5 years of work experience in a related job discipline.

Licenses and Certifications
- None.