**P6: Level Standards**

**GENERAL ROLE**

This level is accountable for serving in a highly advanced capacity in an area of specialization. The advanced resource capacity must be distinct from the regular or most common provision of work within the area of specialization. Positions at this level are not reflective of the majority of the workforce, but instead the most advanced functions within an area of specialization.

Incumbents:

* Serve in a subject leader and consultative capacity within an area of expertise.
* Set goals and objectives for team members to meet project initiatives and standards.
* Distribute project work.
* Evaluate and monitor the accuracy, quality, quantity, and timeliness to meet project milestones and objects.

**INDEPENDENCE AND DECISION-MAKING**

*🡪 Supervision Receive*d

* Works under direction.
* Seeks approvals when significant changes to process steps are considered and additional resources for task completion are required.

*🡪 Context of Decisions*

* Decisions are driven by departmental policy and procedures.
* Incumbents understand the smallest details of an assigned area.

*🡪 Job Controls*

* Free to plan and carry out all phases of work assignments, including the oversight of project staff.
* Has the latitude to make daily operational project decisions.

**COMPLEXITY AND PROBLEM SOLVING**

*🡪 Range of issues*

* Issues are readily identified but cannot be understood and fixed in simple cause-effect terms.
* Variables affecting the problem are generally known.

*🡪 Course of Resolution*

* Utilizing an understanding of best practices and the way similar units run elsewhere, convincingly recommends, develops, and implements capital and process improvements to the area.

*🡪 Measure of Creativity*

* Problems require integrative solutions such as how technologies, processes, resources, and people all fit together

**COMMUNICATION EXPECTATIONS**

*🡪 Manner of Delivery and Content*

* Deliver statements and information in a combined persuasive and motivational fashion to subordinate staff, departmental and University administrators, and the campus community as a whole.

**SCOPE AND MEASURABLE EFFECT**

* Serve as a lead over major projects within a specific administrative/programmatic function or specialty area requiring specialized education.
* Actions regularly affect a department or an office-centric outcome with departmental impact.
* Actions generally have a direct impact on controlling such things as nature of work and scope of services.
* Actions may have high-risk financial, compliance, political or safety implications.
* Performance results tend to relate to efficiency, degree of waste/cost overruns, quality/continuous improvement, timeliness, resource allocation/effectiveness, etc.

**Job Template**

**GENERAL SUMMARY**

Provides domain proficiency, broad competency, and advanced technical support in personal computing. Provides analysis and assessment, and recommends technology solutions.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under limited supervision.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.*

* Possess in-depth technical knowledge and the ability to design and support information technology services in a multi-tiered environment.
* Identifies and resolves system errors.
* Writes scripts and/or basic programs to assist with managing personal devices.
* Develops procedures, techniques, or programs to analyze or improve the performance and efficiency of software and hardware systems. Uses various software and hardware tools, installs software and/or hardware, and writes documentation.
* Works with vendors and management to develop or enhance new systems.
* Works with technical and functional staff to resolve system integration issues.
* Carries out larger technical tasks with minimal assistance, and writes summaries of technical project work.
* Responds to inquiries from other departments and collaborates with them.
* Develops plans and processes to ensure the availability of services or systems.
* Collaborates with senior technical personnel in the installation, upgrade, and maintenance of personal devices
* Contributes to technical projects as part of a cross functional team.
* Supports the confidentiality, integrity, and availability of University information as part of the overall University Information Security Program.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

* Associates degree
* Six years of related experience

OR

* Bachelor’s degree
* Four years of related experience

OR

* Eight years of related experience

AND

* The ability to work occasional weekends and outside normal work schedule.

**COMPETENCIES**

**Knowledge of:**

* Windows, Mac OS and iOS
* Microsoft Office and related software applications
* Personal device configuration
* Personal device management
* Printer setup and maintenance
* File services
* System administration concepts

**Skill in:**

* Planning and organization
* Troubleshooting
* Developing and maintaining effective and appropriate working relationships
* Critical thinking, problem solving and analysis

**Ability to:**

* Provide technical training and guidance
* Communicate effectively through both oral and written means
* Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
* Diagnose and resolve AV Systems problems
* Prepare clear documentation
* Maintain the confidentiality of information and professional boundarie