**P7: Level Standards**

**GENERAL ROLE**

This level is accountable for serving in an expert resource capacity in an area of specialization. Positions at this level are not reflective of the majority of the workforce, but instead the most complex functions within an area of specialization.

Incumbents:

* Serve in a subject leader and consultative capacity within an area of expertise.
* Provide analytical, technical, and advisory support to leaders and decisions makers within the same disciplinary track.
* Lead projects or initiatives within the specific area of expertise, to include leading vendors or cross-functional departments or teams.
* Research and apply better ways to effectively achieve end results by, for example, arranging/rearranging the way work is performed, changing elements of processes, and adding or deleting new or unnecessary capabilities/functionalities as needed.
* Set project objectives, immediate- and/or long-term, as a means to fulfill project initiatives.

**INDEPENDENCE AND DECISION-MAKING**

*🡪 Supervision Receive*d

* Works under general direction.
* Seeks assistance only when unique situations arise, coupled with financial impact to the division and political consequence.

*🡪 Context of Decisions*

* Work is focused on and regulated by specific department/division goals and milestones.

*🡪 Job Controls*

* Act based on own judgement as long as actions adhere to division policies and operating procedures, and remain focused on the department and division objectives and missions.
* Subject to managerial controls through conferences, review of reports, and occasional on-site visits or check-ins.
* Managerial controls are exercised on the incumbent for matters of intermediate- and long-range planning, budgetary, and human resources based matters.

**COMPLEXITY AND PROBLEM SOLVING**

*🡪 Range of issues*

* Problems are unique and unexpected.
* Challenges for problems arise due to lack of precedent.

*🡪 Course of Resolution*

* Problems require response/adaptation to changing conditions or circumstances, necessitating enterprise and new approaches with broad impacting effects.
* Problem resolution should regularly require collaboration and coordination with units internal to the division, with occasional collaboration and coordination outside the division.

*🡪 Measure of Creativity*

* Incumbents are regularly required to develop new methods/methodology for evaluation and implementation plans for new initiatives.

**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 an expert on specific subject matter evidenced by regularly researching and producing reports (e.g., white papers) on technical matters of systematic importance and consulting with managers throughout the division/University on specific issues in the position’s area of expertise.
* Actions regularly affect a departmental outcome with division-wide impact.
* Actions have a direct impact on controlling such things as project scope, team size and nature of assignments, operating budget, etc.
* Actions may have high-risk financial, compliance, political, or safety implications.
* Performance results tend to be related to efficiency, degree of waste/cost overruns, quality/continuous improvement, timeliness, resource allocation/effectiveness, etc.

**Job Template**

**GENERAL SUMMARY**

Provides domain expertise, broad proficiency, and expert technical support in personal computing. Leads technical decisions in design of solutions.

**REPORTING RELATIONSHIPS AND TEAM WORK**

Works under general direction.

**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.*

* Possesses comprehensive knowledge and the ability to design and manage an enterprise service in a large and complex environment.
* Identifies and resolves complex system issues in large-scale enterprise services.
* Leads technical staff in the installation, upgrade, and maintenance of systems.
* Develops procedures, techniques, or programs to analyze or improve the performance and efficiency of software and hardware systems. Documents modifications made to the hardware, software, or procedures related to the systems.
* Writes advanced scripts and/or programs to assist with system management.
* Works with vendors and/or management to design, develop, enhance, and implement enterprise solutions.
* Carries out larger technical tasks, and writes summaries of technical project work.
* Works with technical and functional staff to design and develop systems integrations.
* Designs, plans, develops, configures, and implements solutions to ensure the high availability of services if a major disruption is caused by system issues or large-scale disasters.
* Responds to inquiries from other departments and collaborates with external departments. Documents all technical work in user guides for future reference.
* 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
* Eight years of related experience

OR

* Bachelor’s degree
* Six years of related experience

OR

* Ten years of related experience

AND

* The willingness and 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

**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 boundaries