**P3: Level Standards**

**GENERAL ROLE**

This level is accountable for directly providing service to any assigned work unit at the University. The service can focus on a single or a variety of job functions with varying degrees of independence. Positions at this level may supervise student or support employees.

Incumbents:

* Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
* Alter the order in which work or a procedure is performed to improve efficiency and effectiveness.
* Recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure or practice.

**INDEPENDENCE AND DECISION-MAKING**

*🡪 Supervision Receive*d

* Works under limited supervision.

*🡪 Context of Decisions*

* Utilizes general departmental guidelines to develop resolutions outside the standard practice.

*🡪 Job Controls*

* Possesses considerable freedom from technical and administrative oversight while the work is in progress.
* Defines standard work tasks within departmental policies, practices, and procedures to achieve outcomes.
* Serves as the advanced resource to whom more junior employees go to for technical guidance.

**COMPLEXITY AND PROBLEM SOLVING**

*🡪 Range of issues*

* Handles a variety of work situations that are cyclical in character, with occasionally complex situations.
* Issues are regularly varied.
* Problems tend to be technical or programmatic in nature.

*🡪 Course of Resolution*

* Assesses a variety of situations, and develops resolutions through choosing among options based on past practice or experience.

*🡪 Measure of Creativity*

* Issues are solvable through deep technical know-how and imaginative workarounds.
* Most of the obstacles, issues, or concerns encountered require considering alternative practice or policy interpretation.

**COMMUNICATION EXPECTATIONS**

*🡪 Manner of Delivery and Content*

* Regularly provides information on finished materials to others.

**SCOPE AND MEASURABLE EFFECT**

* Actions regularly affect an individual, item, event, or incident, etc.
* Actions taken are generally done to meet reporting requirements or regulatory guidelines, or to satisfy internal checks and balances and/or existing standards.
* Incumbents have an indirect impact on a larger action or process, such as serving as a single component in an approval process, where the process is “owned” by a different work unit.
* May be designated to guide or organize the work of several employees within the unit.

**Job Template**

**GENERAL SUMMARY**

Provides technical support including installation, monitoring, configuration, documentation, troubleshooting, and problem solving in support of the University’s information technology systems.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under direct supervision of a supervisor or manager.

**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.*

* Assists senior technical personnel with the installation, upgrade, and maintenance of systems and relates software.
* Assists senior technical personnel in troubleshooting and analyzing errors or degradations in operating systems or software problems and in recommending and implementing effective solutions to correct errors and to improve performance.
* Uses standard diagnostic techniques to analyze, identify, and solve problems.
* Assists with the development of plans and processes that minimize risk to services or systems due to errors.
* Documents modifications made to the hardware, software, or procedures related to the computer systems.
* Support the confidentiality, integrity and availability of University information as part of the overall University Information Security Program.
* Assists with planning system upgrades or migrations.
* Assists with technical projects, as part of a project team.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

* Associates degree
* Two years of related experience

OR

* A bachelor’s degree

OR

* Four years of related experience

**COMPETENCIES**

**Knowledge of:**

* Desktop applications such as word processors, spreadsheets, and database tools
* Basic server purpose and functionality
* IT support
* Analyze, identify, and solve technical problems
* Learn new skills and be flexible

**Skill in:**

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

**Ability to:**

* Communicate effectively through both oral and written means
* Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
* Prepare clear documentation
* Maintain the confidentiality of information and professional boundaries