

INFORMATION TECHNOLOGIST II

Function of Job:

Under general supervision, assist in developing solutions and analyzing varied problems in information technology for department/unit by using professional expertise and department/unit's policies and procedures; exercise judgment within defined procedures and practices to determine appropriate action and solutions; communicate information, ideas and instructions.

Characteristic Duties and Responsibilities:

1. Customer support: consult with clients concerning information technology needs, respond to problems and resolve problems as assigned, and assist in analyzing problems and developing solutions; refer complex problems appropriately.
2. Software programming and development: design, write, test and debug software programs; prepare related documentation; and recommend changes and improvements, which may include writing discrete application modules and assisting in writing and implementing new application software or minor enhancements to existing application software.
3. Software installation and/or maintenance: select, test, install and maintain software applications and network resources.
4. Hardware development and/or installation: develop, construct, and test technology hardware and hardware configurations and create hardware solutions.
5. Hardware maintenance and troubleshooting: use expertise, technical manuals, shop guides, and other training and technical references to repair, maintain, troubleshoot, and install information technology hardware.
6. Network infrastructure: develop strategies for and configure information technology connections, files, printer and program sharing; facilitate other information sharing; and construct network topologies as needed.
7. Network traffic control (protocols, routing): maintain network traffic control.
8. Security including policies and procedures: use and interpret security guidelines to authorize access and assign accounts; develop basic security procedures for resource management; assist with the operation and maintenance of application software security facilities as assigned.
9. Training and instruction: develop and conduct training sessions, including training key users in application system functionality.
10. Documentation: prepare documentation, such as that needed to accompany the implementation of new or modified application software.
11. Information management (databases, information warehouses): maintain and manage assigned databases and respond to requests for information and/or develop automated procedures for routine requests, assist with implementation and operational oversight of automated processing schedules and calendars, coordinate critical events processing with various application systems, and maintain operational aspects of application software libraries.
12. Resource management (budget, equipment): supervise inventory and/or resources, maintain supplies, and contact vendors as required.
13. Project management: supervise and assist with designated projects and participate in execution of major projects as assigned.
14. Strategic and tactical planning: assist with strategic and tactical planning in areas of responsibilities.

15. Skill development - maintaining currency and forecasting: use all available resources to maintain and improve skills and become familiar with emerging technologies.
16. Supervision: supervise staff and students as assigned.
17. Perform related duties as assigned.

Minimum Qualifications:

1. Bachelor's degree and two years of experience, Associate's degree and four years, or combination of education and experience equal to six years.
2. Experience in information technology specialty areas as required by employing unit.
3. Overall computer literacy and computer skills as required by employing department/unit.
4. Effective oral and written communication skills.

Additional Desirable Qualifications:

1. Customer service experience.
2. Experience in higher education.
3. Project management skills.

7/20/99
System Approval

12/27/97
Effective Date

This document is a generic classification specification of the University System of New Hampshire. Its purpose is to describe the representative responsibilities and general level of complexity, and it is not a substitute for the specific job description of the individual position.