INFORMATION TECHNOLOGIST III

Function of Job:

Under general direction of supervisor, propose and explore solutions to a wide range of complex problems by applying advanced knowledge and using professional expertise and institutional policies and procedures; exercise judgment within generally defined practices and policies in selecting methods, techniques, and evaluation criteria for obtaining results; interpret and communicate ideas, information, and instructions.

Characteristic Duties and Responsibilities:
1. Customer support: assist and advise clients concerning implementation of technology appropriate for their needs; respond to clients' information technology problems; resolve problems as assigned, analyze complex information technology problems and coordinate assistance to resolve problems when needed; explore and recommend a comprehensive range of solutions for a broad audience.
2. Software programming and development: develop advanced software and resource management solutions, such as designing, writing, and implementing new application software and enhancements to existing application software and working with complex data structures within sophisticated databases.
3. Software installation and/or maintenance: coordinate the tracking, implementation and testing of software, which may include participating in the installation of vendor supplied application software and/or the implementation of complex maintenance modifications to existing application software.
4. Hardware development and/or installation: assure compatibility and coordinate development, construction, and testing of technology hardware and hardware configurations; create hardware solutions.
5. Hardware maintenance and troubleshooting: manage hardware maintenance program and use expertise, technical manuals, shop guides, and other training and technical references to repair, maintain, troubleshoot, and install information technology hardware.
6. Network infrastructure: manage major network operating systems and train staff to support network functionality.
7. Network traffic control (protocols, routing): monitor and evaluate network operating systems and information technology resources; recommend changes as appropriate.
8. Security including policies and procedures: monitor security, investigate security problems and recommend corrective action as assigned, such as assisting with operation and maintenance of application software security facilities.
9. Training and instruction: develop and coordinate training and make presentations concerning policies and procedures, which may include training key users in application system functionality.
10. Documentation: identify and satisfy documentation needs, such as creating documentation to accompany implementation of new or modified application software; ensure quality and consistency in documentation; write and edit sophisticated documentation, which may be highly technical, in a format understandable to clients.
11. Information management (databases, information warehouses): manage and coordinate the implementation and operation of a department/unit management information system, which may include implementation and operational oversight of automated processing schedules, development of calendars to coordinate critical events processing with various application systems, and operational maintenance of application software libraries.

12. Resource management (budget, equipment): assist with budget development and maintenance for department/unit.
13. Project management: supervise broadly defined projects and/or programs, such as developing project plans and specifications, developing and maintaining project management information, and developing and maintaining documentation.
14. Strategic and tactical planning: participate in strategic and tactical planning.
15. Skill development - maintaining currency and forecasting: maintain currency with new and emerging technologies as applicable to assigned areas.
16. Supervision: supervise and evaluate staff and students.
17. Perform related duties as assigned.

Minimum Qualifications:
1. Bachelor's degree and four years of experience in information technology field, Associate's and six years, or combination of education and experience equal to eight years.
2. Broad knowledge of several areas of information technology and thorough knowledge of specialty area as required by employing unit.
3. Overall information technology skills as required by employing department/unit.
4. Organizational skills and effective oral and written communication skills.
5. Supervisory ability.

Additional Desirable Qualifications:
1. Customer service experience.
2. Experience in higher education.
3. Project management skills.
4. Familiarity with USNH information technology systems.

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.

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