

## INFORMATION TECHNOLOGIST LEVEL IV

### Function of Job:

Under administrative supervision, integrate and develop internal policies and procedures; provide technical leadership and expertise to analyze, propose and explore solutions and alternatives by applying professional concepts and institution's objectives; coordinate and evaluate technical aspects of projects within area, exercising judgment within broadly defined practices and policies in selecting methods, techniques, and evaluation criteria for obtaining results; and develop and present information, ideas and instructions.

### Characteristic Duties and Responsibilities:

1. Customer support: Provide technical leadership in developing and maintaining cost-effective services, designing technology applications to meet management needs, preparing statistical and analytical studies and reports to support administrative services, and performing service visits to customer sites as needed; consult with various users on problems and applications and /or problems with implementation of policies and procedures, such as responding to clients' problems with software; resolving problems and involving other resources as necessary.
2. Software programming and development: Design and implement evaluative techniques for information technology software, which may include designing, writing, and implementing complex new application software and significant enhancements to complicated existing software, and/or complex data structures within sophisticated data bases; designing application system solutions that employ current and emerging technologies and participating in the management and administration of complex database structures.
3. Software installation and/or maintenance: Oversee the maintenance and installation schedule for software applications, which may include participating in the identification of appropriate vendor supplied software solutions to meet institutional needs, and in the implementation of complex maintenance modifications to existing application software.
4. Hardware development and/or installation: Advise faculty, staff and students on the purchase of information technology equipment and scheduling equipment installation.
5. Hardware maintenance and troubleshooting: Design/propose appropriate architecture and manage domain name space.
6. Network infrastructure: Design and manage the operation of an information technology system, such as a wide area network for voice, data and video information transmission and broadcast systems, including troubleshooting, installation, testing, repair and maintenance of related systems/equipment.
7. Network traffic control (protocols, routing): Analyze problems, applications, new systems/services and make recommendations.
8. Security including policies and procedures: Provide administrative and technical leadership in specialized area of information technology and related security and propose and implement changes to policies and procedures, which may include the operation and maintenance of application software security facilities.
9. Training and instruction: Organize and/or present short courses and training sessions, including training to key users in application system functionality.
10. Documentation: Develop documentation, such as documentation for the implementation of new or modified application software.
11. Information management (databases, information warehouses): Maintain, up-date and manage assigned data base information, which may include automated processing schedules, critical events processing with various application systems and maintenance of application libraries.

12. Resource management (budget, equipment): Plan, prepare and/or monitor budget for unit/project as assigned and maintain internal billing system as applicable; negotiate with vendors, review bids, recommend changes to vendor contracts, oversee contracted services, including inspecting work and approving payments; maintain current state/federal regulations applicable to information system.
13. Project management: Provide leadership to projects and project teams as assigned, such as developing project plans and specifications, coordinating project team efforts ensuring timely delivery of properly functioning application software, developing and maintaining project management information and documentation, participating in the design and development of support structures, involving human resources as well as technical solutions, that ensure the on-going successful operation of application systems.
14. Strategic and tactical planning: Forecast future needs and develop plans to meet financial and equipment requirements.
15. Skill development - maintaining currency and forecasting: Using historical and current data, prepare reports to assist with short and long-range planning, goals and objectives for information systems' development and operation.
16. Supervision: Supervise technical aspects of unit and/or complex programs and related resources, including staff, as assigned.
17. Perform related duties as assigned.

Minimum Qualifications:

1. Bachelor's degree and six years of experience in information technology field, Master's and four years, or combination of education and experience equal to ten years.
2. Broad understanding of problems and solutions with ability to implement most advanced technical solutions.
3. Thorough and broad knowledge in area of expertise, from underlying principles to highest level of implementation and ability to apply those skills.
4. Comprehensive information technology skills as required by department/unit.
5. Oral and written communication skills.

Additional Desirable Qualifications:

1. Experience in higher education.
2. Experience with USNH information technology systems.

7/30/99

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.**