



## Information Technology Job Function

### IT Coordinator Senior IT Associate IT Analyst Grade 56

#### Summary

Position's primary focus may be in coordination of an IT function or facility; in system, database, or network administration; or in highly-skilled technical analysis and user support. Performs a variety of complex information technology coordinating and analytical duties to ensure smooth delivery of technology services. Coordinates, assists and trains others to support the operation of computer hardware, software, and peripherals within large and complex IT systems. Utilizes computer equipment, software and diagnostic tools to play a lead role in a broad range of customer assistance, production job processing, equipment maintenance and repair and computer operations assignments. Works independently with minimal supervision and may assist in training, scheduling and distributing work of other staff members, students, casuals and temporary workers. Exercises judgment, creativity, and advanced technical skills in selecting and applying procedures correctly, and determines when to refer problems to the next level of support.

#### Typical Duties

##### Technical Support

- Evaluates priorities and coordinates resources by deploying technical staff to address customer issues
- Identifies IT service improvement opportunities, researches and assists in developing tools to improve IT products and services
- Assesses complex technical problems, makes recommendations for appropriate hardware, software, and organizational design solutions
- May serve as a Tier 3 technical resource, diagnosing and solving complex computing issues
- May be appointed lead technician or coordinator for IT projects

##### Coordination of IT Function or Facility

- Coordinates activities of a moderately-complex IT function or facility
- Designs, generates, or interprets reports on activity of an IT function or facility
- Coordinates training programs for staff in an IT function or facility, assessing needs, identifying knowledge or documentation gaps. Participates in the design and delivery of training sessions and materials
- Provides advanced technical advice and support for complex IT projects and major purchases
- May coordinate delivery and analysis of client satisfaction surveys for an IT function or facility
- May manage an internal database for application performance or asset inventory in an IT function or facility, maintaining integrity and redesigning the database as necessary

**Typical Requirements**

*Education:* College degree strongly preferred. High school graduate or equivalent with significant training in computer operations training, analysis and coordination of IT systems in a multi-operation system or production control environment preferred.

*Skills and Experience:* Five to eight years of related experience with IT systems and high-volume IT functions in a technologically complex environment. Knowledge of a variety of hardware, software, programming languages and platforms, and operating systems.