IT Support Senior Specialist

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<th>Job Family: Information Technology</th>
<th>Sub Family: Support</th>
<th>Career Track and Level: TAS 4</th>
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<tr>
<td>Job Code: ITSUPPORTTAS4</td>
<td>Job Series: 30314</td>
<td>FLSA Category: NON-EXEMPT</td>
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<td>Pay Grade: CA&amp;P</td>
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Job Family

**Information Technology**: Provides reliable, secure, innovative, and customer-oriented information technology services and solutions to students, faculty, staff, and other members of the University community. Creates infrastructure, systems, strategies, programs, and services that leverage technology to fulfill the mission and objectives of the University. Information Technology at Ohio University includes Information Technology Support, Information Security, Networks and Infrastructure, Systems and Operations, Academic Technology and Information Systems, Business Applications and Services, Web Services, Project Management and Solutions, and related functions.

Sub Family

**Support**: Responsible for a wide range of services including, but not limited to, computer operation, monitoring data security, technical support, troubleshooting, software testing, and analyzing usability. Tasks are also dependent on the complexity of software and hardware, as well as the number of systems. The IT Support group may seek guidance or report to IT Management.

Job Responsibilities

- Works with customers and technical group to provide support for a complex computing environment in the areas of hardware, software, and infrastructure.
- Recommends technology changes or upgrades to department.
- Prepares communications and presentations on system enhancements and delivers training to end users on system processes and functionalities.
- May oversee the activities of a team of IT support personnel including students.
- Researches complex questions/problems and finds solutions.
- Ensures long-term requirements of systems operations and administration are included in the overall information systems planning of the work group.
- Evaluates new products/technologies to determine impact on existing system configurations.
- Performs system integration tasks and creates tools to assist in the process.
Role

- Work is performed by applying established standards independently through a broad and deep knowledge base of the University acquired from several years of experience in a particular area.
- Serves as a resource and guide to others in the department and/or University in questions of policy and procedural issues, precedents, etc.
- Typically supervises or oversees the work of other TAS and/or student employees.

Impact and Complexity

- Performs job responsibilities through use of specialized tools, job experience, and established standards. Typically organizes, sets priorities, schedules, and reviews work of student workers or volunteers. Fully responsible for effectively and independently handling all job responsibilities within scope of authority.
- Decisions and problems are varied, often complex, and involve multiple constituencies, often with competing priorities.
- Coordinates resources from other areas within the University and externally in order to achieve the appropriate outcome. Exercises sounds judgment in dealing with confidential information and maintains appropriate level of discretion.

Requirements

Detailed knowledge of technology support policies, procedures, and methods as well as the ability to handle technical and complex assignments that require the use of independent judgment and discretion. Knowledge typically obtained by an Associate’s degree in an information technology-related field and a minimum of 3 years information technology support experience. An equivalent combination of education, training, and experience is acceptable. Specific knowledge, certifications, and licensure will apply at the position level.

This job specification describes the general nature and level of work being performed by people assigned to this classification. Employees may perform some or all of these duties. Examples listed do not preclude the performance of other duties similar in nature or in level of complexity.