IT Support Associate

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<th>Job Family: Information Technology</th>
<th>Sub Family: Support</th>
<th>Career Track and Level: TAS 2</th>
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<td>Job Series: 30312</td>
<td>FLSA Category: NON-EXEMPT</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**

- Provides first level technical computing support and related services to customers. Includes production control, computer software, hardware, and operating systems.
- Trains faculty and staff on multimedia equipment.
- Troubleshoots and resolves operational and technical issues utilizing standard procedures.
- Sets up, maintains, upgrades, and repairs multimedia equipment or systems. Maintains computer systems and labs.
- Runs diagnostics; installs operating systems and generic device drivers.
- Assembles and tests computers and peripheral equipment, including options such as interface cards and disk drivers.
- Performs straight forward upgrades including planning/scheduling, testing, and coordination.
- Drafts documentation for desktop/helpdesk end user.
- Monitors and maintains compliance and continuity with software licensing and maintenance agreements.
• Assists with configuring infrastructure to implement design specifications and configuration
• Assists with developing, implementing, and executing test plans and schedules in accordance with project scope, quality, and timeframe requirements.
• Assists with preparing charts, diagrams, correspondence, and technical documents.

Role

• Works under limited supervision in performing job responsibilities.
• Applies technical or process knowledge; requires capacity to understand specific needs or requirements to apply skills/knowledge.
• May supervise or oversee the work of student employees.

Impact and Complexity

• Performs job responsibilities working within guidelines or traditional practice. May organize, set priorities, schedule, and review work of student workers or volunteers. Exercises judgment in prioritizing, planning, and organizing own work within time, process, and results requirements; has some flexibility to modify workflow based on need and circumstances.
• Decisions made address non-routine questions and situations, often requiring investigation and/or research of precedents. Demonstrates ability to triage conflicting priorities and handle sensitive situations with tact and diplomacy.

Requirements

Knowledge of standard technology support procedures and practices obtained by a high school degree or GED and a minimum of 2 years technology support experience. An equivalent combination of education, training, and experience is acceptable. Specific knowledge, certifications, and licensure for the position.

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.