

**Ohio University – Compensation 2014**  
**Job Family: Information Technology | Career Track: Individual Contributor**

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 job family includes Information Technology Support, Information Security, Networks and Infrastructure, Systems and Operations, Information Systems, Business Applications and Services, Web Services, Project Management and Solutions, and related functions. LEVEL PROGRESSION ASSUMES INCLUSION OF RESPONSIBILITIES AT LOWER LEVELS.

	Individual Contributor I	Individual Contributor II	Individual Contributor III	Individual Contributor IV	Individual Contributor V
<b>Accountabilities</b>	<p><b>PEOPLE</b> Works with customers and technical group to provide operational and technical support, troubleshoot system/application issues, advise users on selecting products and deployment, and/or recommend process or system improvements by tracking issues and requests.</p> <p>Provides support for a complex computing environment in the areas of hardware, software, and infrastructure. Delivers training to end users.</p> <p><b>OPERATIONS</b> Documents current business processes and prepares business/technical requirements for new or existing individual applications or module functions. Provides research and fact finding. Prepares program documentation.</p> <p>Assists in development and executes test plans. Documents test statistics and results.</p> <p>Performs data modeling, table analysis, and provides recommendations on database implementation.</p> <p>Prepares communications and presentations on system enhancements and delivers training to end users on system processes and functionalities.</p> <p>Configures, installs, upgrades, administers, and maintains applications, databases, infrastructure, and security systems utilizing established standards and procedures.</p> <p>Monitors systems to ensure integrity and to achieve optimum performance.</p> <p>Coordinates disk space planning and management. Configures and administers storage and systems backups.</p> <p>Maintains hardware and software inventory (including software licensing) and assists with repairing or parts replacement.</p> <p>Defines requirements for data and creates data reports per user requests.</p>	<p><b>PEOPLE</b> Works with customers and technical group to resolve system issues, provide advanced operational support, and/or map business processes in order to create technical solutions.</p> <p>Works with end users to assess system and training needs for applications and packages supported. Creates, coordinates, and conducts training.</p> <p><b>OPERATIONS</b> Formulates and defines scope and objectives for technology projects. Creates detailed functional/technical system specifications.</p> <p>Creates detailed test plans. Executes test plan and documents test statistics and results.</p> <p>Completes design, modification, upgrade, and implementation projects for moderately complex applications, databases, infrastructure, and security systems.</p> <p>Conducts disaster analysis, planning, and implementation. Conducts storage planning and administration.</p> <p>Updates standard procedures and policies for installing, configuring, and maintaining applications, databases, infrastructure, and security systems. Establishes help desk procedures. Develops recovery procedures, scheduling, and backups.</p> <p>Recommends hardware replacement and plans new hardware implementation.</p> <p>Conducts research and performance analysis to recommend upgrades, cost-effective solutions, and process improvements.</p> <p>Designs data reporting and business intelligence systems to meet client business needs. Creates reports to support business decisions.</p>	<p><b>PEOPLE</b> Works with customers to resolve complex problems considering technology capacity and desired business results. Serves as subject matter expert and the escalation point for troubleshooting complex system issues. Represents user area in more complex system enhancements and design activities.</p> <p>Typically functions as team and project lead and provides procedural and technical guidance to less experienced staff.</p> <p><b>OPERATIONS</b> Designs, develops, implements, and maintains a broad range of systems/database architecture/programs across multiple platforms to best align technology solutions with business strategies.</p> <p>Audits system performance. Determines testing methodology and manages the development and execution of comprehensive test plans.</p> <p>Leads project team to develop and implement new systems/databases/programs or upgrades. Leads the selection and evaluation of vendor solutions and packages.</p> <p>Conducts disaster analysis, planning, and implementation and/or storage planning and administration for major colleges or enterprise-wide systems.</p> <p>Develops and implements standards, procedures, and controls that ensure the security, reliability, and availability of application, database, infrastructure, and security systems.</p>	<p><b>PEOPLE</b> Serves as technical expert and leads strategic and long-term analysis on database, infrastructure, and security technologies and solutions.</p> <p>Regularly leads large scale teams with great latitude on project execution and resource allocation. Reviews and directs the work of team members.</p> <p><b>OPERATIONS</b> Develops complex process and systems interactions to ensure the security, safety, recoverability, and access to University data and applications.</p> <p>Advises on enterprise-wide infrastructure growth requirements, capabilities and constraints to ensure optimum long-term functionality and operation.</p> <p>Leads the resolution of complex problems, which often require analysis of unique issues and/or adapting non-traditional approaches.</p> <p><b>BUDGET</b> Forecasts and monitors performance against budget for projects.</p>	<p><b>PEOPLE</b> Participates as a top level technical expert in leading multiple consulting projects or a single large/complex project and ensures the success of enterprise-level application rollouts.</p> <p><b>OPERATIONS</b> Anticipates internal and/or external business challenges and/or regulatory issues where technology can be leveraged; recommends process, product, or service improvements. Solves unique and complex technology problems that have a broad impact on the business.</p> <p>Leads the strategic and long-term analysis of specific technologies and organizational needs.</p> <p>Contributes in the planning of the overall organizational IT strategy.</p> <p>Typically participates in industry/knowledge reference groups.</p> <p>Executes highly complex or specialized projects; adapts precedent and makes significant departures from traditional approaches to develop solutions.</p> <p><b>BUDGET</b> Forecasts and monitors performance against budget for projects.</p>

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<b>Requirements</b>	Knowledge and expertise in concepts, principles, and practices, of information technology typically obtained through a Bachelor's degree in computer science, electrical engineering, information management or related fields and 0 to 2 years of related information technology experience. An equivalent combination of education, training, and experience is acceptable in lieu of the minimum education requirements. Specific knowledge, certifications, and licensure will apply at the position level.	Advanced knowledge and expertise in concepts, principles, and practices of information technology typically obtained through a Bachelor's degree in computer science, electrical engineering, information management or related fields and 2 to 4 years of related information technology work experience. An equivalent combination of education, training, and experience is acceptable in lieu of the minimum education requirements. Specific knowledge, certifications, and licensure will apply at the position level.	Seasoned knowledge and expertise in concepts, principles, and practices of information technology typically obtained through a Bachelor's degree in computer science, electrical engineering, information management or related fields and 4 to 6 years of related information technology work experience. An equivalent combination of education, training, and experience is acceptable in lieu of the minimum education requirements. Specific knowledge, certifications, and licensure will apply at the position level.	Expert knowledge and expertise in theories, concepts, and practices of information technology typically obtained through a Bachelor's degree in computer science, electrical engineering, information management or related fields and 6 or more years of related information technology work experience. An equivalent combination of education, training, and experience is acceptable in lieu of the minimum education requirements. Specific knowledge, certifications, and licensure will apply at the position level.	Pre-eminent knowledge and expertise in theories, concepts, and practices of information technology typically obtained by a Master's or post graduate degree or equivalent and more than ten years of related information technology work experience. An equivalent combination of education, training, and experience is acceptable in lieu of the minimum education requirements. Specific knowledge, certifications and licensure will apply at the position level.