

Ohio University – Compensation 2014
Job Family: Information Technology | Career Track: Technical & Administrative Support

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.

	Technical & Administrative Support I	Technical & Administrative Support II	Technical & Administrative Support III	Technical & Administrative Support IV
Accountabilities	<p>PEOPLE Provides basic computing support and related services to customers by using standard procedures and documented processes.</p> <p>OPERATIONS Installs and configures local area networks, voice, data, and video hardware. Monitors performance of networks using appropriate software and hardware tools. Delivers and sets up new workstations and other hardware following University recommended guidelines. Maintains and monitors production control systems; maintains monthly production schedule and makes appropriate changes as required. Maintains online system documentation and user report distribution; assists in editing and verifying procedures written by programmers.</p>	<p>PEOPLE 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.</p> <p>OPERATIONS 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.</p>	<p>PEOPLE Provides mid-level technical computing support and related services to customers. Provides problem solving assistance to coworkers. Advises and consults on department purchases of equipment and software.</p> <p>OPERATIONS Identifies, investigates, researches and resolves complex problems; provides troubleshooting that the first tier support is unable to resolve. Simulates or recreates moderately complex user problems to resolve operating difficulties. Ensures workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions; provides input and recommendations with respect to hardware and software requirements, new and updated technologies, and integrity of the computing environment following University recommended guidelines. Responsible for identifying and recommending system modifications to reduce user problems. Plans, schedules, tests, and coordinates complex software and/or system upgrades. Installs, configures, and maintains operating system, workstations, and servers, including web servers and VMware, in support of business processing requirements. Conducts hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines. Resolves complex production problems.</p>	<p>PEOPLE 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.</p> <p>OPERATIONS 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.</p>

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	Technical & Administrative Support I	Technical & Administrative Support II	Technical & Administrative Support III	Technical & Administrative Support IV
Requirements	Knowledge of basic or commonly used technology procedures or equipment typically obtained by a high school degree or GED and 0 to 2 years of technology support experience. An equivalent combination of education, training, and experience is acceptable in lieu of the minimum education requirements. Specific knowledge, certifications, and licensure for the position.	Knowledge of standard technology support procedures and practices obtained by a high school degree or GED and 2 to 3 years technology support experience. An equivalent combination of education, training, and experience is acceptable in lieu of the minimum education requirements. Specific knowledge, certifications, and licensure for the position.	Comprehensive knowledge of technology support obtained by an Associate's degree in an information technology-related field and 2 to 3 years technology support experience. An equivalent combination of education, training, and experience is acceptable in lieu of the minimum education requirements. Specific knowledge, certifications, and licensure for the position.	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 3 to 5 years information technology support experience. An equivalent combination of education, training, and experience is acceptable in lieu of the minimum education requirements. Specific knowledge, certifications, and licensure for the position.

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