IT BROADBAND CLASSIFICATION: INFORMATION TECHNOLOGY ANALYST

JOBS TITLES: HELP DESK TECHNICIAN, HELP DESK SUPERVISOR, COMPUTER LAB TECHNICIAN, COMPUTER & INFO ANALYSTS, INFORMATION SECURITY ANALYST, COMPUTER SUPPORT SPECIALIST, MULTIMEDIA PRODUCTION ASSISTANT, IT PROJECT MANAGER, INFORMATION TECHNOLOGY ANALYST TECHNICAL LEAD, INFORMATION ANALYST TEAM LEAD

PAY GRADES: 70, 71, OR 72

CLASS FUNCTION:
The majority of duties performed in this IT Broadband class are in one or more of the following technical areas: consultative support of hardware and/or software; multimedia development; and sole or lead positions in departments with responsibility for independently developing and maintaining their own integrated, diverse and complex information technology systems. Positions in this IT Broadband class may perform applications programming to accomplish some duties.

Positions in this IT Broadband class may reside in administrative or academic departments, schools or central information technology departments.

Within this IT Broadband class a full continuum of position complexity and competency from entry level to expert is represented, and positions typically assume varying levels of technical complexity based departmental needs. Positions may also function as working supervisors with a full range of permanent supervisory responsibilities or may act as team or project leaders. Positions may direct or supervise positions in this class or in other classes.

TYPICAL DUTIES:
The following are typical activities of positions in the Information Technology Analyst IT Broadband class. Actual functions performed will differ from position to position and will be determined by specific work assignment. A position in this IT Broadband class has the majority of its ongoing work assignments in one or more of the following functions:

Typical Help Desk Technician (Pay Grade 70) functions:
Provide consultative, technical and training support and services to the user community to ensure problem resolution, system/data access, and optimal system performance. Assist users to develop or use applications and software packages and their features. Act as a liaison between faculty, staff, students and information systems resources and staff. Service Desk support includes file servers, Email servers, Blackboard, SAP, VPN, CQ, Sharepoint, and software/hardware support of both PCs and MACs. Assess type and severity of problems, providing moderately complex troubleshooting, and/or forwarding request to appropriate vendor for resolution.

Typical Computer Lab Technician (Pay Grade 70) functions:
Hardware and software installation; system and network configuration; hardware and software troubleshooting and maintenance; and consulting with students, faculty, and staff regarding Mac and Windows computers and software.

Typical Computer Support Specialist (Pay Grade 71) functions:
Provide consultative, technical and training support and services to the user community to ensure problem resolution, system/data access, and optimal system performance. Assist users to develop or use applications and software packages and their features. Act as a liaison between faculty, staff, students and information systems resources and staff. Install, configure,
Typical Computer & Info Analyst (Pay Grade 71) functions:
Develop instructional and/or research techniques using technology to enhance and facilitate academic and educational objectives. Devise methods for integrating technical tools and applications into faculty instructional delivery and student projects. Develop models and prototypes for research projects using appropriate software packages, utilities, and product features. Develop coursework and curriculum software tools. Aid faculty in researching computing and media software materials. Conduct needs analysis and monitor instructional and research needs on campus. A typical working title for this position may be “Instructional Designer” and may also work in conjunction w/multimedia production assistants.

Typical Multimedia Production Assistant (Pay Grade 71) functions:
Create multimedia programs that meet academic and administrative goals. Develop and execute multimedia presentation proposals that incorporate appropriate technical and media elements. Develop detailed production plans for multimedia projects including staff, budget, facility, contracted services and productions schedules. Develop multimedia and/or computer-based interactive instructional applications and materials that include such elements as moving video, sound, computer animation, and text for faculty use in classrooms and tele-classrooms. Functions as a producer and director for multimedia projects ensuring coordination of all media and technical elements including narration, computer graphics, audio and visual effects, recording, mixing, and transmission as appropriate to the project. May also work in conjunction w/multimedia production assistants.

Typical IT Project Manager (Pay Grade 71) functions:
Entry level position in support of the PMO (Project Management Office). Coordinate, plan, support and execute plans for small to medium-sized projects, sometimes involving resources from multiple areas of the organization. Act as a project lead for small to medium-sized projects, ultimately responsible for the completion of projects on time, within budget and of high quality. Coordinate project activities and ensure all project phases are appropriately executed and documented through definition of project scope, requirements, and deliverables. Identify project issues, resolutions, risks and mitigations. Solve problems/issues, resolve conflicts and deal effectively with constituents. Prepare project status reports, coordinate project schedules, and manage project meetings. Set deadlines, assign responsibilities, and monitor the work.

Provide project management support and research to project managers and others as requested on large projects, for example, managing budgets, preparing agendas, maintaining schedules, handling logistics of large events.

Typical IT Project Manager (Pay Grade 72) functions:
Works as the sole or lead IT Project Manager position whose function or mission requires a full array of integrated, diverse and complex information technology, developed and supported independently of a central computer center. Coordinates, plans, supports and executes larger
more complex projects often involving resources from multiple areas. Identifies and analyzes business and system requirements and defines project scope, requirements, and deliverables. Identifies issues, resolutions, risks and mitigations. Manages project budgets and budget constraints. Establishes, monitors and maintains schedules/project timelines.

Typical Information Security Analyst (Pay Grade 71) functions:
Assist with and manages cyber investigations through forensic fact gathering with a focus on e-discovery. Advocates and provides information security consultation on UC project initiatives within the business and development of systems. Assist with the formulation of information security strategies for the protection of sensitive data.

Typical Information Security (Pay Grade 72) functions:
Works as the sole or lead Information Security Analyst managing cyber investigations. Works in conjunctions with UC Police, FBI, and other external organizations. May hold classified security clearance status.

QUALIFICATIONS GUIDE:

Pay Grade 70 Minimum Qualifications in the Information Technology Analyst IT Broadband class, non-exempt/hourly paid positions: an Associate’s degree in Computer Science, Information Technology, Computer Engineering, or a relevant degree, and one year of experience; or a combination of relevant education and three (3) years of experience.

Pay Grade 71 Minimum Qualifications in the Information Technology Analyst IT Broadband class, exempt/salary paid positions: a Bachelor’s degree in Computer Science, Information Technology, Computer Engineering, or a relevant degree and two (2) years of experience; or an Associate’s degree with six (6) years of experience.

Pay Grade 72 Minimum Qualifications in the Information Technology Analyst IT Broadband class: Master’s degree in Computer Science, Information Technology, Computer Engineering, or related degree with two (2) years of experience. Individuals in Pay Grade 72 may also be team or technical lead and may have 20% of their effort in research or teaching in a college unit.

Individuals in this IT Broadband class will typically possess knowledge and/or applied skills and abilities in common software application packages, equipment platforms, database systems, training methods, network data communication, multimedia systems and applications, operating systems and hardware, instructional design theories and methodologies, and large-scale computing. Depending on departmental needs and the specific work assignment, advanced knowledge of information technology systems and applications, or supervisory experience, may be required.