**IT BROADBAND CLASSIFICATION:** INFORMATION TECHNOLOGY ANALYST

**JOBS TITLES:** HELP DESK TECHNICIAN, COMPUTER LABORATORY TECHNICIAN, COMPUTER & INFORMATION ANALYSTS, INFORMATION SECURITY ANALYST, COMPUTER NETWORK SUPPORT SPECIALIST, HELP DESK SUPERVISOR, MULTIMEDIA PRODUCTION ASSISTANT, IT PROJECT MANAGER, INSTRUCTIONAL DESIGNER

**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 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 & Information Analyst 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, and modify applications, networks, databases, and other systems. Act as a liaison between
faculty, staff, students and information systems resources and staff. Provide technical advice and expertise to faculty, staff, and students in the evaluation, selection, purchase, upgrading, and maintenance of software, hardware, and/or database system resources to meet user needs. Prepare requests for proposals, cost estimates, and justifications. Provide training and communications materials to users that maximize their ability to utilize system capabilities, features, and other resources. Develop and/or conduct training programs, lab/equipment orientations and demonstrations, and self-guided tutorials on equipment, applications, databases, and related systems. Write user documentation, user guides, instructor guides, training outlines, and technical training publications.

Typical Instructional Designer functions: (may also work in conjunction w/multimedia production assistants)

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/research needs on campus.

Typical Multimedia Production Assistant functions: (may also work in conjunction w/instructional designers)

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.

Typical IT Project Manager functions:

Work as the sole or lead information technology 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 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 Computer Laboratory 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.

QUALIFICATIONS GUIDE

Minimum qualifications in the Information Technology Analyst IT Broadband class, Pay Grade 70 (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.

Minimum qualifications in the Information Technology Analyst IT Broadband class, Pay Grade 71 or 72 (exempt/salary paid positions): a Bachelor’s degree in Computer Science, Information Technology, Computer Engineering, or a relevant degree and three (3) years of experience; or an Associate’s degree with five (5) years of experience; or a combination of relevant education and seven (7) years of experience.

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.