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## Auburn University Job Description

Job Title:	<b>Spec, Info Tech</b>	Level I	Grade 28 \$22,300 - \$37,200
Job Code:	<b>MA14</b>	Level II	Grade 30 \$28,000 - \$46,700
FLSA status:	Non-exempt/Exempt	Level III	Grade 32 \$35,000 - \$58,400
		Level IV	Grade 34 \$45,100 - \$75,100
		Level V	Grade 35 \$51,900 - \$86,400
		Level VI	Grade 36 \$59,700 - \$99,600

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### Job Summary

Provides technical and service-related support on a range of technologies in one or more of the following information technology areas: system administration, network support, operating system support, systems design and/or implementation or user/client services.

The work of the Information Technology Specialist will vary depending on the needs of the organization and the competencies of the individual and will range from providing assistance and/or providing Tier I support to leading projects and/or providing high-level technical expertise on highly complex matters. The work of an IT Specialist will also range from generalist work to in-depth support for a more narrowly defined field. See leveling guidelines for further information and minimum qualifications.

### Essential Functions

1. Provides technical design, implementation, maintenance, system administration and support of hardware, software, network and/or instructional technology.
2. Provides end-user support on information technology issues through consultation and advising, problem identification and resolution, training and preparation/maintenance of documentation.
3. Participates in projects and cross-functional activities related to information technology initiatives or processes.
4. May provide on-call support for designated systems or services.

### Supervisory Responsibility

May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

*The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.*

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### Job Family Levels

Level	Responsibility	Knowledge	Education and Experience*
I	Info Tech, Spec I; Using established procedures and responding to specific needs and requests, performs assigned tasks. Work is routine and instructions are usually detailed. Little evaluation, originality or ingenuity is required. Works under close supervision. Provides first level (Tier 1) support.	Knows fundamental IT concepts, practices and procedures.	High school diploma or equivalent plus 2 years relevant experience.*
II	Info Tech, Spec II; Responding to a range of typical requests, performs work that is varied and that may be somewhat difficult in character, but usually involves limited responsibility. Some evaluation, originality or ingenuity is required. Works under general supervision and supports a limited range of technologies. Works on routine and non-routine issues of a moderately complex nature that may impact individual users or departments.	Knows and applies fundamental IT concepts, practices and procedures, including hardware, software and networks, as well as troubleshooting and documentation.	High school diploma or equivalent plus 3 years relevant experience. Experience must include at least 1 year at the preceding level or equivalent.*
III	Info Tech, Spec III; Under limited supervision, performs standard and non-standard tasks in assigned area. Provides first or second level end user support on complex issues. As the first exempt level, assignments are broad in nature, requiring originality and ingenuity. Has appreciable latitude for unreviewed action or decision.	Possesses and applies a broad knowledge of IT principles, practices, and procedures, including hardware, software and networks, with in-depth knowledge and skill in at least one area of specialization. Ability to troubleshoot both standard and non-standard issues.	High school diploma or equivalent plus 4 years relevant experience. Experience must include at least 1 year at the preceding level or equivalent.*, **
IV	Info Tech, Spec IV; Under very limited supervision, plans, conducts and/or supervises assignments of a very complex nature. Reviews progress and evaluates results. Plans and assigns personnel for given projects or tasks. Recommends changes in procedures. Operates with substantial latitude for unreviewed action or decision. Reviews progress with management. Duties include systems analysis, programming, testing, debugging, operating systems or equivalent combination.	Possesses and applies comprehensive IT knowledge to the completion of complex assignments.	High School diploma or equivalent plus 5 years of experience. Experience must include at least 1 year at the preceding level or equivalent.*, **

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V	Info Tech, V; Plans and conducts assignments, generally involving the larger and more important projects or more than one project. Reviews progress and evaluates results. May lead or direct projects. May act in liaison capacity with other departments, divisions, and organizations. Evaluates progress and results and recommends major changes in procedures. Operates with considerable latitude for unreviewed action or decision. Provides advice to other IT specialists on matters that may have a broad impact.	Possesses and applies comprehensive knowledge of particular field of specialization to the completion of significant assignments. Has well-developed leadership qualities. Crosses fields.	Bachelor's degree plus 4 years experience. Experience must include at least 2 years at the preceding level or equivalent. **, ***
VI	Info Tech, VI; Plans, conducts and directs research and/or development work on complex projects necessitating the origination and application of new and unique approaches. Plans and directs projects and supplies technical inspiration, leadership and consultation to professional co-workers. May represent the organization in outside discussions and technical forums. Generally works with wide latitude for unreviewed action or decision. Provides technical and service related advice to upper management on matters that may have University-wide impact. Works on most difficult and complex and/or mission critical areas. Provides authoritative technical design. Leads projects and cross-functional activities.	Possesses and applies an advanced knowledge of particular field of specialization to the completion of projects of major complexity. Must have achieved recognized standing in professional field through original contribution.	Bachelor's degree plus 7 years experience. Experience must include at least 3 years at the preceding level or equivalent. **, ***

\* In levels I - IV, appropriate college coursework may substitute toward the experience requirement at a rate of one (1) year relevant education per year of required experience.\*\*IT Spec III - VI is exempt level work. \*\*\*Level V and VI requires a Bachelor's degree.

\* See the "Minimum Required Education and Experience" section of the job description for any substitutions that may be allowed for education and experience.

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### Minimum Required Education and Experience

- Level I** High school diploma or equivalent plus 2 years relevant experience.\*
- Level II** High school diploma or equivalent plus 3 years relevant experience. Experience must include at least 1 year at the preceding level or equivalent.\*
- Level III** High school diploma or equivalent plus 4 years relevant experience. Experience must include at least 1 year at the preceding level or equivalent.\*, \*\*
- Level IV** High School diploma or equivalent plus 5 years of experience. Experience must include at least 1 year at the preceding level or equivalent.\*, \*\*
- Level V** Bachelor's degree plus 4 years experience. Experience must include at least 2 years at the preceding level or equivalent.\*\*, \*\*\*
- Level VI** Bachelor's degree plus 7 years experience. Experience must include at least 3 years at the preceding level or equivalent.\*\*, \*\*\*

\* In levels I - IV, appropriate college coursework may substitute toward the experience requirement at a rate of one (1) year relevant education per year of required experience.\*\*IT Spec III - VI is exempt level work. \*\*\*Level V and VI requires a Bachelor's degree.

#### Focus of Education

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No specific discipline.

#### Focus of Experience

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Experience in computer maintenance, troubleshooting, graphic and web site design, and programming

#### Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

#### Substitutions allowed for Experience:

When a candidate has the required education, but lacks the required experience, they may normally apply additional appropriate education toward the experience requirement, at a rate of one (1) year relevant education per year of required experience.

#### Minimum Required Knowledge

See Job Family Levels

#### Certification or Licensure Requirements:

None Required.

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### Physical Requirements/ADA

No unusual physical requirements. Requires no heavy lifting, and nearly all work is performed in a comfortable indoor facility.

Externally imposed deadlines; set and revised beyond one's control; interruptions influence priorities; difficult to anticipate nature or volume of work with certainty beyond a few days; meeting of deadlines and coordination of unrelated activities are key to position; may involve conflict-resolution or similar interactions involving emotional issues or stress on a regular basis.

Job frequently requires sitting, talking, hearing, handling objects with hands,

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## **Auburn University Job Description**

Job occasionally requires standing, walking, reaching, stooping/kneeling/crouching/crawling, and lifting up to 100 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 9/30/2016

