



## **JOB FAMILY CONCEPT**

Positions in the job family are assigned a range of responsibilities for a variety of coordinative, supervisory or technical services related to providing information service and support for a management information system. Positions provide technical expertise and consulting in order to assist users in identifying and applying the tools of information technology that cross multiple platforms and disciplines, and serve as liaison between users and Information Systems staff. The job family consists of four levels distinguished by the complexity of the responsibilities assigned and characterized by the type of equipment, operating systems or subsystems, and interactions with client users. Positions allocated to this job family differ from those in the professional or technical categories in that assignments are more administrative in nature, involving the completion and coordination of various information services requirements rather than having direct responsibility for the technical aspects of the information system. The job family addresses responsibility for the following functions:

- Answer user questions and provide technical assistance in the use of information technology.
- Identify and resolve or refer user problems to technical staff.
- Support research, training, administrative and student activities.
- Support technology evaluation, integration, testing, and documentation.
- Consult on applications and functional interfaces.
- Assist users in connecting to LANs and WANs.
- Answer inquiries regarding access to and use of Internet.
- Debug application, system and network errors.
- Create and modify user documentation and on-line help text.

***(Data entry and word processing are administrative tasks and are not included in the information systems job family.)***

## **TYPICAL FUNCTIONS**

Any single position will not usually involve all of the functions listed and many positions will involve functions that are not listed.

- Confers with and trains users or reviews requests for services or other information to identify requirements for information services; coordinates with operations or applications staff, contractors, or vendors as needed to provide required services or support.
- Consults on the applications and functional interfaces among multiple software systems in disciplines such as economics, physics, financial aid, budget and payroll.
- Assists members of the campus community to access campus and/or departmental computing resources and other information resources available over wide area networks.



- Coordinates requirements for testing, production, scheduling and other actions between technical and operations units; assists in reviewing and analyzing problems and determining solutions.
- Obtains information and reports using existing programs and systems; consults with appropriate operations or applications staff to identify needs for reports or other production requirements; provides assistance in identifying available services and coordinates between clients and technical staff.
- Maintains an inventory of management information services equipment, supplies and materials; reviews technical publications and other information to identify new technology and improvements in hardware or software; makes recommendations concerning purchases, changes in contracts or other actions; prepares and coordinates purchase orders, contracts and other documents as required.
- Provides training and assistance to users on various types of software and hardware; coordinates with technical staff when problems require additional analysis or assistance.
- Supervises staff engaged in providing customer service, consulting and support. Develops annual employee work plans. Coordinates staff training. Recommends hiring selections, evaluates performance, provides staff feedback and initiates corrective action when necessary.

### **LEVELS AND COMPETENCIES**

The primary distinction between levels is reflected in the Level Descriptors. As levels increase, scope, complexity and degree of independence increase. Higher levels may perform duties of lower levels. Education and experience are stated at the minimum threshold for the level. Additional education or experience may be desirable for some positions.

**Level 1**  
**PCLS: 02001**

**Grade 77**  
**Non-Exempt**

#### ***Descriptors***

Works with general supervision from supervisor or team leader. Generally works within well-defined guidelines. Scope of tasks is somewhat limited. Normally has access to higher-level technical staff for assistance in problem resolution. Completed assignments are reviewed for conformance with timelines, standards and policies/procedures. Provides initial technical support. Identifies recurring and potential operational problems. Interprets system data structures. Act as a customer advocate. Trains users on a variety of basic software applications.

#### ***Knowledge, Skills and Abilities***

Demonstrated general working knowledge of available services or products, data processing functions, computer operating systems, telecommunications networks and/or experience in operating a variety of personal computers and equipment. Ability to gather, organize and present



data, to communicate effectively, to establish and maintain effective working relations. Ability to translate user terminology to and from management information systems terminology.

***Experience***

Requires demonstrated experience in providing client service or consulting, general working knowledge of data processing functions and system analysis, computer system operations, and/or experience in operating a variety of personal computers and equipment.

***Education***

Academic training in computer science or management information systems course work in areas related to data processing functions, computer operating systems, telecommunications networks and/or operation of a variety of personal computers and equipment may substitute for experience.

**Level 2**

**PCLS: 02002**

**Grade 78  
Non-Exempt**

***Descriptors***

Works independently with intermittent supervision. This is the fully qualified career level requiring advanced problem solving skills. Tasks are broader than at Level 1 and often do not have clearly defined processes. Applies considerable analysis to resolve significant client problems. Provides computing support for computer systems, applications, microcomputer and network connections. Troubleshoots and diagnoses complicated operational problems. Guides and coordinates help desk and IT support operations to assure current procedures and policies are in place. May direct student consultants or lead a small group of nonexempt staff at the help desk. Troubleshoots and diagnoses complicated operational problems. Provides training resources.

***Knowledge, Skills and Abilities***

Demonstrated advanced knowledge of Internet protocols and computer desktop applications. Ability to track, report and assign problems for LAN, WAN and dial-up networking. Ability to use diagnostic tools to troubleshoot, analyze and diagnose IT systems. Ability to communicate effectively and direct the work of others.

***Experience***

Advanced knowledge of communication systems, theory, methods, practices and procedures for a wide range of computer systems, platforms, applications, data communications, service tracking and other applications used in help desk services. Requires demonstrated experience in providing client service such as resolution of problems related to use of the Internet, a variety of desktop applications, diagnosis of problems related to LAN, WAN and dial-up networking.

***Education***

Academic training in computer science or management information systems course work in areas related to data processing functions, computer operating systems, telecommunications networks



and/or operation of a variety of personal computers and equipment is desirable and may substitute for experience.

**Level 3**  
**PCLS: 02003**

**Grade 80**  
**Exempt**

***Descriptors***

Works under administrative supervision. This is the lead\*\* level fully capable of training lower level staff in client consultation, technology terminology and general functions of data processing, computer system operations, or telecommunications networks. May direct a major computer help desk, lead a work team or project, or direct a small group. May be a specialist or expert functioning at the highest technical level of expertise associated with the customer service team. Tasks generally have no defined processes for problem resolution. Identifies new services and opportunities for process improvement.

***Knowledge, Skills and Abilities***

Knowledge of current networks and information technologies including hardware and software, network and workstation configuration, system administration, database development and administration, data and network security, documentation, programming languages, and elements of system analysis and integration.

Ability to manage licensing and maintenance contracts, operations, equipment inventory, supplies, class scheduling, software and hardware procurement. Must be able to work with customers to identify new services and opportunities for process improvement.

Ability to analyze conflicting issues to effect operational or technical problem resolutions and knowledge of diagnostic and troubleshooting methods, applications and standards used in help desk services and user support service in large, complex information technology environments.

Ability to coordinate and prioritize multiple on-going tasks.

Ability to recognize and evaluate both technical and non-technical problems and to initiate problem resolutions.

Ability to support research, training, administrative and student activities.

Ability to support technology evaluation, integration, testing, and documentation.  
Ability to consult on the applications and functional interfaces among multiple software systems in disciplines such as economics, physics, financial aid, budget, and payroll.

Ability to communicate technical information effectively to staff, the public, vendors and technical personnel, both verbally and in writing, and in both instructional and problem solving situations.



***Experience***

Experience at Level 2 is required. Experience as a lead or supervisor is desirable. Must have demonstrated experience in training others.

***Education***

Academic training in computer science or management information systems course work in areas related to data processing functions, computer operating systems, telecommunications networks and/or operation of a variety of personal computers and equipment is desirable and may substitute for experience.

**Level 4**

**PCLS: 02004**

**Grade 81  
Exempt**

***Descriptors***

Works under general direction. This is the supervisory\*\*\* or technical specialist level requiring ability to supervise, train, and evaluate lower level staff in all facets of customer consulting and problem resolution related to IS services and systems. Incumbent is recognized as the expert resource for a major operational area. Manages a large staff and resources. Administers help desk functions. Initiates strategies enabling support for computer hardware, software, networks, voice telecommunication systems and equipment scheduling.

***Knowledge, Skills, and Abilities***

Knowledge of principles of project management.

Knowledge of principles of supervision and management of technology services and staff, including training, scheduling, and evaluation.

Ability to administer help desk functions.

Ability to do needs assessment and initiate strategies enabling support for computer hardware, software, networks, voice telecommunication systems and equipment scheduling.

Ability to plan work, coordinate multiple projects, develop reports and analytical studies and to communicate project and routine operational needs.

***Experience***

Experience at level 2 is required. Experience as a lead or supervisor is desirable. Must have demonstrated experience in training others.

***Education***

Academic training in computer science or management information systems course work in areas related to data processing functions, computer operating systems, telecommunications networks



and/or operation of a variety of personal computers and equipment is desirable and may substitute for experience required at Level 3.

\*\* Lead: Provides day-to-day guidance, training and direction for staff. Assigns and reviews work. Is fluent in assigned technical area.

\*\*\* Supervisor: Hires, trains, evaluates performance and initiates corrective action.