**P4: Level Standards**

**GENERAL ROLE**

This level is accountable for directly providing service to any assigned work unit at the University. The service can focus on a single or a variety of job functions with varying degrees of independence. Positions at this level may supervise student or support employees.

Incumbents:

* Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
* Alter the order in which work or a procedure is performed to improve efficiency and effectiveness.
* Recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure or practice.

**INDEPENDENCE AND DECISION-MAKING**

*🡪 Supervision Receive*d

* Works under direction.

*🡪 Context of Decisions*

* Decisions should involve selecting an approach from among alternatives, timing when certain tasks should be performed, determining how to best use available resources, and other similar choices.
* Decisions require more coordination and collaboration among different sources, taking into consideration the roles and impact on work outside the immediate organization.

*🡪 Job Controls*

* Has the latitude to make decisions on projects that they are accountable for delivering on.
* Free to plan and carry out all phases of work assignments.

**COMPLEXITY AND PROBLEM SOLVING**

*🡪 Range of issues*

* Assignments are defined as less reoccurring or cyclical tasks, and primarily consist of development or refinement of programmatic or administrative objectives.

*🡪 Course of Resolution*

* Resolution and project completion require substantial planning and scheduling within the department in order to obtain and align resources when and where needed.

*🡪 Measure of Creativity*

* Problems are not amenable to strict technical resolution, requiring innovative thinking.

**COMMUNICATION EXPECTATIONS**

*🡪 Manner of Delivery and Content*

* Regularly provides information on finished materials to others.
* Diplomatically and effectively deliver information difficult to understand or in contrast with a student or customer's views.

**SCOPE AND MEASURABLE EFFECT**

* Incumbents may supervise a small homogenous department, with proportionate responsibility to perform daily responsibilities similar to the work of subordinate staff.
* Actions typically affect an individual, item, event, or incident, etc.
* Actions taken are generally done to meet reporting requirements or regulatory guidelines, or to satisfy internal checks and balances and/or existing standards.
* Incumbents are typically designated as a lead or frequently assigned project leadership roles within a specific administrative/programmatic function or specialty area.
* Generally, have a more direct impact on a larger action or process, such as serving as an approver in a process, where the process is “owned” by a different work unit.

**Job Template**

**GENERAL SUMMARY**

Provides domain competency and technical support in personal computing. Confers with technical leadership in research, evaluation, and identification of technology solutions.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under general supervision of a supervisor or manager.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.*

* Identifies and resolves system errors. Consults with users to resolve problems with personal computing technologies.
* Writes basic scripts and procedures to assist with managing systems.
* Uses various software and hardware tools, installs software and/or hardware; documents modifications made to the hardware, software, or procedures.
* Carries out small- to moderately-sized technical tasks with minimal assistance and writes summaries of technical project work.
* Responds to inquiries from other departments and collaborates with external departments.
* Supports senior technical personnel with installation, upgrade, and maintenance of IT systems.
* Uses standard diagnostic techniques to analyze, identify and solve problems.
* Supports the development of plans and processes that minimize risk to services or systems due to errors.
* Supports technical projects, as part of a project team.
* Supports the confidentiality, integrity, and availability of University information as part of the overall University Information Security Program.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

* Associates degree
* Four years of related experience

OR

* Bachelor’s degree
* Two years of related experience

OR

* Six years of related experience

AND

* The ability to work occasional weekends and outside normal work schedule.

**COMPETENCIES**

**Knowledge of:**

* Windows, Mac OS and iOS
* Microsoft Office and related software applications
* Personal device configuration
* Personal device management
* Printer setup and maintenance
* File services

**Skill in:**

* Planning and organization
* Troubleshooting
* Developing and maintaining effective and appropriate working relationships
* Critical thinking, problem solving and analysis

**Ability to:**

* Provide technical training and guidance
* Communicate effectively through both oral and written means
* Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
* Diagnose and resolve AV Systems problems
* Prepare clear documentation
* Maintain the confidentiality of information and professional boundaries