 **IT Generalist I Standard Job Description**

**Classification Title:** IT Generalist I

**FLSA Exemption Status:** Non-exempt

**Pay Grade:** 65

**Job Description Summary:**

The Information Technology (IT) Generalist I, under supervision, learns and practices basic technical support for various information technology projects or work groups and helps with routine technical support for customers.

**Essential Duties and Tasks:**

**30% Technical Assistance and Specialization** ·

* Learns basic IT work in one or more areas of technical specialization.
* Learns and practices established procedures for providing technical assistance.
* Learns and practices problem management procedures.
* Learns and practices applying quality standards.
* Ensures all work is accurate and in compliance with departmental or project quality standards.
* Learns and practices team procedures for documentation and/or problem tracking.

**25% Client and Team Relationship Contribution**

* Learns about key team and client relationships.
* Attends client vendor meetings.
* Participates in training and professional development sessions.
* Supports team in maintaining positive client relationships.
* Assists in coordinating communication between team and clients

**15% Documentation and Problem Tracking**

* Learns and practices team procedures for documentation and/or problem tracking. Assists in maintaining accurate and up-to-date documentation.
* Supports the team in tracking and resolving issues.
* Ensures documentation complies with departmental standards.

**10% Quality Assurance**

* Learns and practices applying quality standards.
* Ensures all work is accurate and in compliance with departmental or project quality standards.
* Assists in conducting quality checks and audits.
* Supports the team in implementing quality improvement initiatives.

**20% Duty Title (for the department's use)**

* Remaining Percentage Can Be Determined by Department to Meet Business Needs or Can Be Incorporated into Percentages Above.

**Qualifications**

**Required Education:**

* Associate’s degree or equivalent combination of education and experience.

**Required Experience:**

* Four months (1 semester) of student worker and/or customer service experience.

**Required Licenses and Certifications:**

* None

**Required Knowledge, Skills, and Abilities:**

* Knowledge of word processing and spreadsheet applications.
* Knowledge of basic IT concepts.
* Effective verbal and written communication skills.
* Ability to work in a collaborative team environment.
* Strong interpersonal skills.
* Ability to multitask and work cooperatively with others.

**Additional Information**

**Machines and Equipment:**

* Computer
* Phone

**Physical Requirements:**

* Ability to lift and move medium weight objects.

**Other Requirements and Factors:**

* May be required to provide on-call support on nights and weekends as needed.
* This role may require working outside of standard office hours, including evenings, weekends, and holidays, to support the demands of technology services and ensure the seamless operation of essential systems.
* This position is security sensitive.
* This position requires compliance with state and federal laws/codes and Texas A&M University System/TAMU policies, regulations, rules and procedures.
* All tasks and job responsibilities must be performed safely without injury to self or others in compliance with System and University safety requirements.

**Is this role ORP Eligible? If so, it needs to meet the criteria on the** [**Rules and Regulations of the Texas Higher Education Coordinating Board**](https://reportcenter.highered.texas.gov/reports/data/user-friendly-version-of-ch-25/)**.**

[ ]  **Yes**

[x]  **No**

**Does this classification have the ability to work from an alternative work location?**

[ ]  **Yes**

[x]  **No**