 **IT Generalist II Standard Job Description**

**Classification Title:** IT Generalist II

**FLSA Exemption Status:** Exempt

**Pay Grade:** 66

**Job Description Summary:**

The Information Technology Generalist II, under general supervision, assists with routine technical support for various IT projects or work groups. Assists with routine technical support for customers.

**Essential Duties and Tasks:**

**30% Technical Assistance and Problem Management**

* Assists with basic IT work in one or more areas of technical specialization.
* Provides technical assistance.
* Assists with problem management procedures.
* Applies quality standards and ensures all work is accurate and in compliance with departmental or project quality standards.
* Assists with team documentation and problem tracking.

**20% Incident Management and Customer Service**

* Recognizes and manages incidents from various sources and levels of severity with efficiency to an acceptable resolution or escalation using IT tools
* Serves as a liaison between technical support teams, management, and customers to properly address situations and to best communicate technical information to facilitate an adequate resolution or escalation.
* Contacts customers or clients as needed via phone, email, or incident management tool, to provide excellent customer service and ensure that objectives are met in a timely manner.
* Provides established guidance, recommendations, and solutions in the use or selection of a variety of hardware and software products to achieve the end user’s goals and in accordance with all policy requirements.
* May provide basic training to end users on the use of widely used applications and/or various specialized software applications.

**15% Security and Facilities Support**

* Assists in the security, service support, facilities support, and location status of the Data Center locations, organization office locations, and facilities infrastructure areas.
* Assists in the maintenance of mechanical and electrical infrastructure per manufacturer recommendation, specifications, and safety guidelines.
* Performs and executes necessary rounds such as security and/or facilities rounds through the Data Center and around the property as directed to ensure the integrity of the site and its operation.
* Conducts daily shift inspections of all Data Center infrastructure equipment as required.
* Monitors building management and alert systems and other automated tools and applications to ensure operational efficiencies.

**10% Documentation and Process Improvement**

* Assists in the documentation and improvement of area processes, procedures, and resolution information.
* Modifies documentation and knowledge base articles for internal use by others in end user support areas.
* Shares ideas to develop technical standards and direction.
* Provides resource estimates and progress reports.

**5% Training and Professional Development**

* Participates in training and professional development sessions.
* Assists in the training and instruction of procedures, processes, and communication methods.
* Learns about key team/client relationships.
* May attend client vendor meetings.

**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:**

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

**Required Experience:**

* One year of related experience in IT.

**Required Licenses and Certifications:**

* None

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

* Knowledge of word processing and spreadsheet applications.
* Knowledge of advanced IT, intermediate troubleshooting, client relations, formulating and contributing ideas, and knowledge of the Information Technology Interface Library (ITIL).
* Must be able to work in a collaborative team environment.
* Ability to multitask and work cooperatively with others.
* Must have strong interpersonal and observation skills.

**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**