 **IT Professional I Standard Job Description**

**Classification Title:** IT Professional I

**FLSA Exemption Status:** Exempt

**Pay Grade:** 66

**Job Description Summary:**

The IT Professional I, under general direction, meets the IT needs of a unit where multifaceted expertise is required. Performs in specialty areas of systems, services, applications, and/or database management. Performs unit-level support in multiple technical fields.

**Essential Duties and Tasks:**

**35% Workstation Support**

* Installs, configures, maintains, and upgrades, workstation hardware and software.
* Moves equipment.
* Provides training and supervision to departmental student workers on these procedures.
* Investigates, troubleshoots, and resolves workstation and network issues.
* Recommends upgrades for workstations as necessary.
* Recommends specifications for workstation and/or peripheral or hardware purchases.
* Monitors and maintains system security.

**25% General Support**

* Provides centralized support for computer needs, both on campus and regional locations supported by the department.
* Researches, recommends, and resolves a wide range of technical and procedural problems for customers.
* Provides estimates and progress reports.
* Works with departmental staff to understand and outline goals and objectives for departmental technology needs.
* Makes recommendations to create efficiency and enhance operations of the department.
* Ensures work is accurate and in compliance with department or project quality standards.

**15% Departmental Support**

* Assists management in planning, directing, and coordinating operational and/or procedural matters to meet goals and objectives of the department.

**5% Training**

* Participates in training and professional development sessions as needed.

**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:**

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

**Required Licenses and Certifications:**

* None

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

* Ability to multitask and work cooperatively with others.
* Must be able to work in a collaborative team environment.
* Strong interpersonal skills.
* Customer service experience.
* Experience configuring, administering, and/or troubleshooting.

**Additional Information**

**Machines and Equipment:**

* Computer
* Phone

**Physical Requirements:**

* Ability to lift and/or 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.

**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**