 **IT Professional II Standard Job Description**

**Classification Title:** IT Professional II

**FLSA Exemption Status:** Exempt

**Pay Grade:** 67

**Job Description Summary:**

The IT Professional II, under general direction, performs advanced troubleshooting, analysis, and problem-solving for unit-level support in multiple technical fields.

**Essential Duties and Tasks:**

**40% Service and Support**

* Provides technical oversight and training for conducting research of problems and the formulation of recommended solutions for customers.
* Resolves hardware and software problems with vendor technical support.
* Repairs hardware problems.
* Installs, configures, and maintains both critical and non-critical software and hardware.
* Provides primary administration responsibility for software products or systems.
* Prepares specifications for purchases of hardware and software upgrades.
* Assists with production control, disaster recovery, networking, computer operations, or other operating systems.

**20% Leadership and Collaboration**

* Serves as a resource for internal and external customers.
* Prepares specifications for purchases of hardware and software upgrades.
* Directs the efforts of one or more individuals.

**15% Documentation**

* Documents problems, troubleshooting, and solutions.

**5% Professional Development**

* Participate in training and professional development sessions.

**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 in related field or equivalent combination of education and experience.

**Required Experience:**

* Three years of related experience in IT.

**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.
* Excellent written communication.
* Excellent analytical, interpersonal, and organizational skills.
* Customer service experience.
* Experience configuring, administering, and/or troubleshooting.

**Additional Information**

**Machines and Equipment:**

* Computer: 30 hours
* Phone: 5 hours

**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**

**No**

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

**Yes**

**No**