 **Senior IT Professional I Standard Job Description**

**Classification Title:** Senior IT Professional I

**FLSA Exemption Status:** Exempt

**Pay Grade:** 69

**Job Description Summary:**

The Senior IT Professional I, under general direction, provides technical leadership for a unit-level project or operation, which relies on multiple technical fields. Provides technical oversight for the application of and compliance with the unit’s technical standards. Coordinates the technical activities of a project team. Completes reports and summaries for management and users including project status reports, problem reports, and progress summaries.

**Essential Duties and Tasks:**

**40% Technical Oversight and Guidance**

* Assists in conducting research and formulating recommended solutions for technical problems.
* Serves as a resource for internal and external staff.
* Provides technical guidance for the development of computing plans for customers.
* Provides technical guidance and coordination with network plans for customers.
* Coordinates, designs, and tests disaster recovery plans.
* Provides technical guidance on maintaining system security and protecting data.

**20% Staff Management and Development**

* Leads, motivates, and coaches staff members.
* Models ethical and performance standards while promoting collaboration and cooperation.
* Recruits, supervises, and conducts performance reviews for technical staff.
* Facilitates the analysis of personnel and area needs and risks.
* Directs the preparation of documentation and reports for management.

**10% Client Collaboration and Support**

* Works with clients to understand their needs and identify appropriate technical solutions.
* Empowers end-users by providing training on software applications.
* Acts as a liaison between technical support teams and clients to ensure clear communication.

**5% Process Development and Improvement**

* Conducts research to identify best practices and develops new procedures as needed.
* Assists in the creation of internal documentation and knowledge base articles.
* Promotes adherence to established procedures and training on operational protocols.

**5% Infrastructure and Maintenance Oversight**

* Monitors building management and alert systems for operational efficiencies.
* Oversees daily inspections of technical equipment and infrastructure.
* Collaborates with technical staff on new technology deployments.

**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 applicable field or equivalent combination of education and experience.

**Required Experience:**

* Five years of related experience.

**Required Licenses and Certifications:**

* None

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

* Ability to multitask and work cooperatively with others.
* Knowledge of word processing and spreadsheet applications.
* Excellent written communication, analytical, interpersonal, and organizational skills.

**Additional Information**

**Machines and Equipment:**

* Computer
* Phone

**Physical Requirements:**

* Ability to lift and move heavy objects.

**Other Requirements and Factors:**

* 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**