The University of Texas at San Antonio

Job Description

Job Title: Senior Information Technology Associate

Code: 19282

Salary Grade: 61

FLSA Status: Exempt

Department/Division: Job Available in different departments/divisions

Reports To: In accordance with specific departmental policies

Summary

- <u>Function</u>: Provide advanced professional skills, knowledge, and oversight in information technology support within a department or division.

- <u>Scope</u>:   Responsible for managing complex systems administration, website management, and supervision of first level user support and training.

Duties

- <u>Typical</u>:
    1. Provide and oversee direct service and assistant to faculty, staff and students including first-level user support and training.
    2. Administer daily operation of databases that support the department to include testing, implementation and resolving discrepancies.
    3. Administer website development, maintenance and modification.
    4. Provide user support and training; provide technical guidance and computer workstation support, troubleshoot problems, install software and hardware.
    5. Act as principle database architect and as primary technical resource for administrative computing applications to include the development of project plans and maintenance of software upgrades.
    6. Act as the formal liaison between the department and Office of Information Technology, including campus systems administrators.
    7. Provide recommendations and technical support for hardware and software purchases.
    8. Provide specialized support for department specific programs, systems and applications.
    9. Serve as the administrator for departmental systems.
    10. Analyze technological needs of department. Researches and recommends hardware and software; assists in development plan formulation and implementation for technological tools.

11. Monitors and takes appropriate actions to maintain integrity of the databases to include security and privacy issues, referential integrity checking and multiple access schemes.
12. Maintain and administer software and content licenses, to include licenses unique to the department.
13. Oversee end user account management.
14. Perform additional duties as assigned.

- Periodic:
  1. N/A.

Education

Required	Preferred
Bachelor's Degree from an accredited institution.	Bachelor's Degree in Information Systems, Computer Science or a related field from an accredited institution.

Other Requirements

Required	Preferred
Knowledge of and/or experience with a wide variety of personal computer hardware and software.	Knowledge of and/or experience with personal computer hardware and software utilized by the department of assignment.
Criminal Background Check (CBC).	

Experience

Required	Preferred
Six years of experience in a computer related field.	Experience directly related to college or department. Similar experience with customer/user interaction.

Equipment

Required	Preferred
Use of personal computers, servers, Microsoft Office, and standard office equipment.	N/A

Working Conditions

Usual	Special
Standard office or computer lab environment.	May involve some lifting and moving of computer hardware and equipment.

Supervision

Received	Given
Exercises independent judgment based on extensive technical or specialized knowledge and experience.	May supervise assigned support staff.

Accuracy

Proficiency in all phases of duties performed.

Security Sensitive

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.

Internal Control

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with.