

Job Title	IT Professional I
Job Code	
Exempt Status	
Position Status	
EEO Classification	

Job 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 Responsibilities

- Confers with other personnel in resolving problems involving procedural and technical matters.
- Researches problems and recommends solutions.
- Provides resource estimates and progress reports.
- Ensures that work is accurate and in compliance with departmental or project quality standards.
- Participates in training and professional development sessions.
- Provides on-call support on nights and weekends as needed.
- Ensures security of customer data and applications in all phases of production.
- Ensures compliance with applicable policies, rules, and procedures.
- Provides assistance in resolving hardware and software problems with vendor technical support.
- Installs, upgrades, and configures workstations and software.

This document represents the major duties, responsibilities, and authorities of this job, and is not intended to be a complete list of all tasks and functions. Other duties may be assigned.

Additional Responsibilities

Minimum Requirements

Education – Bachelor’s degree in applicable field or equivalent combination of education and experience.

Experience – Two years of related experience in IT.

Knowledge of – Knowledge of word processing and spreadsheet applications.

Ability to – Ability to multitask and work cooperatively with others. Excellent written communication, analytical, interpersonal, and organizational skills.

Licensing / Professional Certification – None.

Physical Requirements – None.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Supervision of Others

This position generally does not supervise employees.

Other Requirements