

# AgriLife Classification Description

Last Updated: 4/17/02

8478  
INFORMATION TECHNOLOGY ASSOCIATE  
11/01/01

## *SUMMARY*

**General Description:** Provides basic technical support for various information technology projects or work groups and provides routine technical support to customers as needed.

## *DUTIES*

**Typical:** Assists with basic technical support in any one of the following areas as needed: applications development to include design, writing, installing, documenting and/or testing of computer programs; network design, engineering, programming, maintenance, support, monitoring, security and/or testing; operating systems installation, maintenance, database management, administration, and/or analysis; LAN, microcomputer, or other technology equipment installation, repair, troubleshooting, maintenance, and/or support; customer consultation in the use and development of technological tool and/or multimedia development; security and/or issues management; operating, monitoring and control of multi-system information processing and/or transmission equipment; meets with customers and technical staff to determine information needs and requirements; ensures that all 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; performs related duties as required.

## *SUPERVISION*

**Received:** General instructions and periodic review from immediate supervisor.

**Given:** None.

## *EDUCATION*

**Required:** Bachelor's degree or any equivalent combination of training and experience. One year of related experience may substitute for one year of college education.

**Preferred:** None.

## *EXPERIENCE*

**Required:** None.

**Preferred:** None.

## *KNOWLEDGE, ABILITIES AND SKILLS*

**Typical:** Must be able to work in a collaborative team environment. Use of computing equipment.