

# AgriLife Classification Description

Last Updated: 12/11/02

8479  
SENIOR INFORMATION TECHNOLOGY ASSOCIATE  
11/01/01

## SUMMARY

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

## DUTIES

**Typical:** Provides 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 tools and/or multimedia development; security and/or issues management; operating, monitoring, and control of multi-system information processing and/or transmission equipment; provides routine technical support for the customer; researches problems and recommends solutions; provides resource estimates and progress reports; serves on committees to develop technical standards and direction; learns about other areas of a complex computing and/or networking environment; 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:** Detailed initial instruction and periodic review to assigned staff.

## 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:** One year of job-related experience.  
**Preferred:** None.

## KNOWLEDGE, ABILITIES AND SKILLS

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