

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

Job Summary

The Information Technology (IT) Generalist I, under supervision, learns and practices basic technical support for various information technology projects or work groups and helps with routine technical support to customers.

Essential Duties and Responsibilities

- Assists with basic IT work in one or more areas of technical specialization.
- Follows established procedures to providing entry level technical assistance.
- Assists employees in basic problem management procedures.
- Attends client vendor meetings.
- Provides entry level/basic assistance with documentation and problem tracking.
- Ensures all work is accurate and in compliance with departmental or project quality standards.

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 – Experience in IT preferred.

Knowledge of – Knowledge of word processing and spreadsheet applications. Knowledge of basic IT concepts.

Ability to – Ability to multitask and work cooperatively with others. Effective verbal and written communication 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