

<b>Job Title</b>	IT Generalist II
<b>Job Code</b>	9494
<b>Exempt Status</b>	
<b>Position Status</b>	
<b>EEO Classification</b>	

### **Job Summary**

The Information Technology (IT) Generalist II, under general supervision, assists with routine technical support for various IT projects or work groups. Assists with routine technical support to customer.

### **Essential Duties and Responsibilities**

- Provides assistance to employees with basic and complex IT work in one or more areas of technical specialization. Provides advanced technical assistance.
- Assists employees in complex problem management procedures.
- Attends client and/or vendor meetings.
- Assists with complex documentation and problem tracking.
- Applies quality standards and 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* – One year of related experience in IT.

*Knowledge of* – Knowledge of word processing and spreadsheet applications. Knowledge of intermediate IT troubleshooting.

*Ability to* – Ability to multitask and work cooperatively with others.

*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 supervises employees.

**Other Requirements**