

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

Job Summary

The IT Professional II, under general direction, performs advanced troubleshooting, analysis, and problem-solving for unit-level support in multiple technical fields.

Essential Duties and Responsibilities

- Directs the efforts of one or more individuals.
- Provides technical oversight and training for conducting research of problems and the formulation of recommended solutions for customers.
- Serves as a resource for internal and external customers.
- Resolves hardware and software problems with vendor technical support.
- Repairs hardware problems.
- Installs, configures, and maintains both critical and non-critical software and hardware.
- Provides primary administration responsibility for a basic software products or systems.
- Prepares specifications for purchases of hardware and software upgrades.
- Assists with production control, disaster recovery, networking, computer operations, or other operating systems.

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 – Three 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 supervises employees.

Other Requirements