



JOB FAMILY CONCEPT

This job family consists of five levels of Information Systems Consultant work which are distinguished by the complexity of the responsibilities assigned and characterized by the type of equipment, operating systems or subsystems, and interactions with client users. Positions in Information Systems job families are responsible for following procedures, protocols, processes and regulations set forth in University of Alaska Board of Regents Policy and Regulation 02.07 – Information Resources. Positions in this job family are assigned a range of responsibilities for a variety of coordinative, supervisory or technical services related to providing information service and support for a management information system. Positions provide technical expertise and consulting in order to assist users in identifying and applying the tools of information technology that cross multiple platforms and disciplines, and serve as liaison between users and Information Systems staff. Positions allocated to this job family differ from those in the professional or technical categories in that assignments are more administrative in nature, involving the completion and coordination of various information services requirements rather than having direct responsibility for the technical aspects of the information system. The job family addresses responsibility for the following functions:

- Answer user questions and provide technical assistance in the use of information technology
- Identify and resolve or refer user problems to technical staff
- Support research, training, administrative and student activities
- Support technology evaluation, integration, testing, and documentation
- Consult on applications and functional interfaces
- Assist users in connecting devices to the UA network infrastructure from both on campus and remote locations.
- Answer inquiries regarding access to and use of Internet
- Debug application, system and network errors
- Create and modify user documentation and on-line help text
- Provide guidance on computer security

TYPICAL FUNCTIONS

The typical functions listed are typical examples of work performed by positions in this job classification. Not all functions assigned to every position are included, nor is it expected that all positions will be assigned every typical function.

Data entry and word processing are administrative tasks and are not included in the information systems job family.

- Confer with and train users or review requests for services or other information to identify requirements for information services; coordinate with operations or applications staff, contractors, or vendors as needed to provide required services or support.
- Consult on the applications and functional interfaces among multiple software systems in disciplines such as economics, sciences, GIS, physics, financial aid, budget and payroll.



- Assist members of the campus community with accessing campus and/or departmental computing resources and other information resources available over wide area networks.
- Coordinate requirements for testing, production, scheduling and other actions between technical and operations units; assist in reviewing and analyzing problems and determining solutions.
- Obtain information and reports using existing programs and systems; consult with appropriate operations or applications staff to identify needs for reports or other production requirements; provide assistance in identifying available services; and coordinate between clients and technical staff.
- Maintain an inventory of management information services equipment, supplies and materials; review technical publications and other information to identify new technology and improvements in hardware or software; make recommendations concerning purchases, changes in contracts or other actions; prepare and coordinate purchase orders, contracts and other documents as required.
- Provide and coordinate training and assistance to staff and other users on various types of software and hardware.
- Coordinate with technical staff when problems require additional analysis or assistance.
- Maintain currency with Information Systems issues and trends.
- Supervise and or lead staff engaged in providing customer service, consulting and support.

LEVELS AND COMPETENCIES

The primary distinction between levels is reflected in the Level Descriptors. As levels increase, scope, complexity and degree of independence increase. Higher levels may perform duties of lower levels. Education and experience are stated at the minimum threshold for the level. Additional education or experience may be desirable for some positions. **Some positions may require service and/or knowledge management certifications.**

Level 1A
PCLS: 02011

Grade 77
Non-Exempt

Descriptors

Work is performed under general supervision. Supervision is received from supervisor or team leader. Generally works within well-defined guidelines. Scope of tasks is somewhat limited. Normally has access to higher-level technical staff for assistance in problem resolution. Completed assignments are reviewed for conformance with timelines, standards and policies/procedures. Provide initial technical support. Identify recurring and potential operational problems. Interpret system data structures. Act as a customer advocate. Train users on a variety of basic software applications.

Knowledge, Skills and Abilities

Demonstrated general working knowledge of available services or products, data processing functions, computer operating systems, system analysis, communications networks and/or experience in operating a variety of personal computers and equipment. Knowledge of computer security protocols and procedures. Customer/client service and consulting skills. Ability to gather, organize and present data, to communicate effectively, and to establish and maintain effective



working relations. Ability to translate user terminology to and from management information systems terminology.

Education and Experience

Associates degree and 1 year experience in a relevant field (i.e. Information Technology or related field), or an equivalent combination of training and experience.

Level 2A

PCLS: 02012

**Grade 78
Non-Exempt**

Descriptors

Work is performed under intermittent supervision. This is the fully qualified career level requiring advanced problem solving skills. Provide computing support and apply considerable analysis to resolve a wide variety of client problems, which are moderate in scope*. Identify client needs and assist higher-level staff to implement solutions for identified problems. Troubleshoot and diagnose operational problems. Guide and coordinate help desk and IT support operations to assure current procedures and policies are in place. Provide and deliver training. Positions in this level are distinguished from the lower level by broader tasks, less defined processes, and ability to resolve problems without assistance.

Knowledge, Skills and Abilities

Same as level one, plus: Advanced knowledge of communication systems, theory, methods, practices and procedures for a wide range of computer systems, platforms, applications, data communications, service tracking and other applications used in help desk services. Demonstrated advanced knowledge of Internet protocols and computer desktop applications. Ability to diagnose, track, report and assign network problems. Ability to use diagnostic tools to troubleshoot, analyze and diagnose IT systems. Ability to recognize training needs, and deliver training to end users

Education and Experience

Associates degree and 3 years experience in a relevant field (i.e. Information Technology or related field), or an equivalent combination of training and experience.

Level 3A

PCLS: 02013

***** Alternate PCLS: 09460**

**Grade 79
Exempt**

Descriptors

Work is performed under administrative supervision. This is the lead** level fully capable of training lower level staff in client consultation, technology terminology and general functions of data processing, computer system operations, or telecommunications networks. Lead** a small group of staff at the help desk (students and consulting staff), lead** a work team or project, and/or is a specialist or expert functioning at the highest technical level of expertise associated with the customer service team. Identify and refer problems to the appropriate technical staff, and resolve and track problem resolutions which are moderate in both scope* and complexity*. Create, present, evaluate,



and train others to present formal, more complex* trainings. Identify new services and opportunities for process improvement. This level is distinguished from lower levels in that incumbents are more specialized in field, and serve as content area experts with specific expertise and responsibilities.

Knowledge, Skills and Abilities

Same as level two, plus: Expert level knowledge of their area, i.e. expert resource or technical specialist. Knowledge of website design and content management solutions. Advanced troubleshooting and analytical skills. Knowledge of IT solutions. Ability to communicate effectively and direct/lead** the work of others. Ability to work with customers to identify new services and opportunities for process improvement. Ability to coordinate and prioritize multiple on-going tasks. Ability to recognize and evaluate both technical and non-technical problems and to initiate problem resolutions. Ability to analyze conflicting issues to effect operational or technical problem resolutions and knowledge of diagnostic and troubleshooting methods, applications and standards used in help desk services and user support service in large, complex information technology environments. Ability to support research, training, administrative and student activities. Ability to support technology evaluation, integration, testing, and documentation. Ability to act as a resource to lower levels in their area of expertise. Ability to create and present effective trainings.

Education and Experience

Associates degree and 5 years experience in a relevant field (i.e. Information Technology or related field), or an equivalent combination of training and experience

Level 4A
PCLS: 02014

Grade 80
Exempt

Descriptors

Work is performed under general direction. Tasks generally have no defined processes for problem resolution. Set priorities and definitive requirements to determine methods. Supervise** consulting and support staff, or supervise** a small group. Mentor lower level employees. Identify, plan and coordinate future needs. Participate in long-range planning for unit. Develop/design projects, identify technical staff to complete projects, and allocate appropriate resources to projects. Create operational procedures to implement strategic direction of unit. Actively coordinate, and meet with, departments and larger unit to resolve problems. Analyze trends and come up with innovative processes and procedures to meet analyses.

Knowledge, Skills and Abilities

Same as level three, plus: Ability to supervise**. Knowledge of principles of supervision of technology services and staff. Advanced knowledge of website design and content management solutions. Knowledge of service management best practices and associated tools. Ability to manage licensing and maintenance contracts, operations, equipment inventory, supplies, software and hardware procurement. Ability to consult on the applications and functional interfaces among multiple software systems for both educational and administrative departments. Ability to communicate technical information effectively to staff, the public, vendors and technical personnel, both verbally and in writing, and in both instructional and problem solving situations. Ability to identify needs and



create/deliver innovative training. Ability to assist in the design and implementation of new processes. Ability to assist in the transition of services to operation status.

Education and Experience

Bachelor's degree and 5 years progressively responsible experience in a relevant field (i.e. Information Technology or related field), or an equivalent combination of training and experience. May require advanced application and/or domain specific certifications.

Level 5A

PCLS: 02015

Grade 81

Exempt

Descriptors

Works is performed under long range administrative direction. This is the supervisory** or technical specialist level requiring ability to supervise**, train, and evaluate lower level staff in all facets of customer consulting and problem resolution related to IS services and systems. Incumbent is recognized as the expert resource for a major operational area. Supervise** a large staff and resources. Administer functions for diverse units, including but not limited to: help desk, classroom support, media support or instructional design. Initiate strategies enabling support for computer hardware, software, networks, voice telecommunication systems and equipment scheduling. Create and implement broad long-term objectives and strategic plans. Apply external trends and best practices in ways that benefit operations, services, and meet the needs of other educational or administrative units. Possess advanced level of diverse technical experience in systems analysis, systems development, processes, design and re-engineering and information assurance/information security.

Knowledge, Skills, and Abilities

Same as level four, plus: Advanced knowledge of principles of project management. Expert ability to administer help desk functions. Ability to perform needs assessments and initiate strategies enabling support for computer hardware, software, networks, voice telecommunication systems and equipment scheduling. Ability to plan work, coordinate multiple projects, develop reports and analytical studies and to communicate project and routine operational needs. Ability to create and implement strategic and operational objectives.

Education and Experience

Bachelor's degree and 7 years progressively responsible experience in a relevant field (i.e. Information Technology or related field), or an equivalent combination of training and experience. Master's degree preferred. May require advanced application and/or domain specific certifications.



- * **Complexity**: Complexity increases as the number of users trained increase, as the type of training becomes more critical, and as severity of client problems increases. Complexity also increases as projects require more innovative approaches to solve non-routine problems. Complexity increases as advanced technical expertise becomes mandatory. Complexity also increases as new services are created and implemented, and as opportunities for process improvement become necessary and more innovative.
- * **Scope**: Refers to the impact the Information Systems program, project or task has on the unit/department, MAU or system.
- ** **Lead**: Provide day-to-day guidance, training and direction for staff in addition to other duties. Regularly assign and review work. Is fluent in assigned area of responsibility.
- ** **Supervise**: Hire, train, evaluate performance, and initiate corrective action.
- *** Exemption status determined on a case-by-case basis. Essential functions of each job will be reviewed and evaluated in accordance with Fair Labor Standards Act regulations.

[2013 revisions included formatting document for consistency, adding a new level, renumbering levels, and implementing suggestions submitted by work team committee. Revisions were also posted for employee review and comment.]