

Southern Illinois University
School of Medicine
Position Description

INCUMBENT _____ CSN _____

CLASSIFICATION Information Technology Technical Associate DATE _____

DEPARTMENT/DIVISION Information Technology FSLA STATUS _____

Position Function

This position provides software and hardware support for servers maintained by Information Technology. This position assists Information Technology clients and participates in teams to further the development of the information "commons" at the School of Medicine.

Organizational Relationship

This position reports to the Associate Director of Technical Services and Research Computing, who reports to the Director of Information Technology, who reports to the Executive Director of Information Technology, who reports to the Dean.

Duties and Responsibilities

The following information is intended to be representative of the work performed by incumbent in this position and is not all-inclusive. The omission of a specific duty or responsibility will not preclude it from the position if the work is similar, related, or a logical extension of position responsibilities.

Demonstrates, by actions, commitment to the mission and the behavioral standards of SIU School of Medicine. Provides excellent service to both internal and external customers through collaboration and partnership; compassion and respect; integrity and accountability; diversity and inclusion; as well as continuous learning and improvement.

80% Systems Administration

1. Install, update, maintain, test and troubleshoot operating system software primarily Microsoft Windows
2. Install, update, maintain, test and troubleshoot server applications running under the above mentioned operating systems
3. Configure and modify operating systems and server applications to meet School of Medicine requirements
4. Maintain and troubleshoot end-user accounts and account related issues
5. Monitor system integrity by regularly reviewing logs and operating system and application performance data
6. Assist in maintaining backup and recovery systems
7. Assist in maintaining server and workstation hardware
8. Maintain systems documentation using provided templates
9. Document end-user and system issues using provided ticket tracking system
10. Troubleshoot and interact with vendors on support calls as needed

11. Assist in handling data security related incidents

12. Perform other related duties as assigned

10% Desktop Support

1. Install, configure, and update operating system, application, and communication software on computer workstations
2. Install microcomputer hardware, peripherals, and software. Test hardware, software, and peripherals for compatibility.
3. Assists in training junior support staff. Provides input for annual evaluations, and coordinates and distributes work assignments for same.

10% Consulting and Training

1. Train School users in network usage, software operations, and safe and appropriate use of University computing resources
2. Assist department computer support personnel as needed

Skills and Abilities Needed for the Position

The person in this position must have a logical orientation to problem solving, in addition to the following specific knowledge.

1. Good knowledge of computing best practices, methods, principles, and techniques and be able to conduct software/hardware malfunction investigations and diagnostic testing
2. Strong knowledge of fundamental operating systems concepts and theories
3. Ability to plan, coordinate and implement chronological operations and reason logically regarding operational aspects of data processing operations, troubleshoot problems and the persistence to see tasks through to completion in an orderly and timely fashion.
4. Ability to act independently, manage multiple ongoing projects, and work well with a team
5. Excellent verbal and written interpersonal skills in advising and assisting end-users as well as other technical staff
6. Familiarity with change control management and its application to operating systems administration
7. Must be able to exercise good judgment.
8. Sensitive to the needs of underrepresented minority populations.

Minimum Qualifications

1. High School Graduate or equivalent.
2. Any combination totaling three years from the following categories:
 - a. Progressively more responsible work experience in IT-related profession
 - b. College course work in Information Technology (IT), IT Management, or a closely related discipline, as measured by the following conversion table or its proportional equivalent:
 - i. 60 semester hours or Associate's Degree equals one year
 - ii. 90-120 semester hours or Bachelor's Degree equals two years
3. Work Experience that includes all of the following:
 - a. Two years Microsoft Windows Server administration

- b. Two years supporting Microsoft Windows desktop systems

Desired Qualifications

1. Experience with Microsoft SQL, Microsoft Exchange, Citrix XenApp, or VMWare vSphere

Responsibility

- A. **Supervisory Controls** – Under the direct supervision of the Associate Director of Information Technology, this position is expected to independently prioritize the subtasks required to complete assigned projects. Projects may be periodically reprioritized due to changing needs within the School of Medicine. Work will be reviewed as projects are completed or periodically in the case of ongoing or open-ended tasks. This position is expected to act independently on assigned projects with the understanding that deadlines will be met and duties completed in an efficient and professional manner.
- B. **Guidelines** – This position is expected to work under applicable guidelines established by Information Technology and the School of Medicine. This position should consult with senior staff when questions arise about existing guidelines or when new guidelines must be developed. Within these confines, the position will exercise creative control of assigned projects.

Difficulty

- A. **Complexity** – This position will be assigned multiple projects at a time and is expected to schedule his/her time to maintain progress and complete projects in a timely manner. Position must be able to prioritize subtasks required to complete assigned projects and adjust daily tasks to handle emergent problems or end-user related issues.
- B. **Scope and Effect** – This position helps support Information Technology server infrastructure which is critical to the entire School of Medicine. Position will periodically provide direct support to various campus departments.

Personal Contacts

This position interacts regularly with School of Medicine users via e-mail, telephone; in writing and face-to-face meetings for the purpose of providing end-user support. Position will interact daily with Information Technology staff and other computer support personnel within the School. Periodically, this position may interact with vendors and computer support staff within the SIU system.

Environmental, Health and Safety Responsibilities

Participates in meetings, trainings and other environmental, health and safety activities as required by SIU School of Medicine.

Working Conditions

The employee must have adequate manual dexterity to facilitate repair of small and / or delicate mechanical and / or electrical equipment and be able to move equipment of up to 50 pounds for short periods of time. Work includes constant use of computing equipment including video screens and key entry devices. Travel is infrequent and most often related to trips to attend meetings or training. See attached *Physical and Environmental Requirements* form.

INCUMBENT: _____ DATE _____

REVIEWED BY: _____ DATE _____

Immediate Supervisor

_____ DATE _____

Department Head/Chair

PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

SIU SCHOOL OF MEDICINE

Incumbent: _____ Classification: **Information Technology Technical Associate**
 Position No. (if applicable): _____ Department: **Information Resources-SMS**

WORK ENVIRONMENT: (Check all applicable environments)

<input checked="" type="checkbox"/> Office	<input checked="" type="checkbox"/> Hospital
<input checked="" type="checkbox"/> Clinic	<input checked="" type="checkbox"/> Warehouse
<input checked="" type="checkbox"/> Research Laboratory	<input checked="" type="checkbox"/> Outdoors
<input type="checkbox"/> Other (Be Specific): _____	

PHYSICAL DEMANDS:	Seldom <small>(Performed rarely less than 2% of the time)</small>	Occasionally <small>(Performed less than 25% of the time)</small>	Frequently <small>(Performed 26% to 50% of the time)</small>	Constantly <small>(Performed 51% or most of the time)</small>	N/A
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(Click on the Physical Demands Definitions button at the bottom of the form for a list of physical demands definitions)

Reading	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Speaking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Close visual acuity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Travel	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hearing - Conversation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Hearing - Other Sounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Stooping	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Squatting	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gross hand manipulation	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fine hand manipulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Working in dust, fumes, gases, or irritants	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working at heights	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working in extreme cold, heat and/or humidity	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working in close quarters	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Climbing	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Operating motor vehicles	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sitting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Standing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Walking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Working above shoulder level	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Twisting	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kneeling	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pushing or pulling		40 - 60 lbs.			<input type="radio"/>
Carrying		40 - 60 lbs.			<input type="radio"/>
Lifting		40 - 60 lbs.			<input type="radio"/>
Other (Please list): moving w/cart up to 250#	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I affirm the environmental and physical demands listed on this form are an accurate reflection of the requirements of this position to the best of my knowledge and belief.

I have read, understand and am capable of meeting the physical and environmental demands of this position.

Supervisor Signature _____	Date _____	Supervisor Name _____	Employee Signature _____	Date _____
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