This classification is responsible for providing consultation, support, and/or training to students, staff and faculty on information technology based communication systems including hardware/software problem solving. Incumbents provide basic support of hardware, applications, operating systems and networking. Work in this classification requires a basic knowledge and understanding of a wide variety of technologies to effectively support clients’ technical needs.

- For incumbents in Career Level 1, work consists of generally defined duties and responsibilities that involve some overlap of procedure. Some assimilation of data, technical proficiency, and/or system creativity is required, but complex analysis is not generally performed. Incumbents may adapt standard procedures to unusual situations as necessary, but do so under the limitations established at higher levels.

- For incumbents in Career Level 2, work consists of varied duties requiring the application of unrelated processes, procedures and systems to solve operational issues. Requires an understanding of how systems interact among each other and in terms of organizational needs. Incumbents are generally familiar with the operation of multiple systems, applications and databases, and may provide support to less experienced staff.

- For incumbents in Career Level 3, work consists of significantly varied and/or specialized duties requiring the application of unrelated processes, procedures and systems to solve operational issues. Incumbents at this level are generally considered to be specialists in their assigned area(s) and provide support to less experienced staff.

### TYPICAL CLASS RESPONSIBILITIES

(These responsibilities are a representative sample of essential class duties; position assignments may vary.)

1. Installs and updates assigned computer and network software and hardware; prepares, responds to, and monitors the progress of work orders.

2. Builds and modifies University website(s).

3. Troubleshoots, resolves, and/or refers technical, network, and/or transmission problems with computers, printers, phones, software, scanners, and/or related equipment as assigned.

4. Researches, tests, and recommends new technology; purchases hardware and software as necessary.

5. Develops and presents technical training.
**UNIVERSITY OF MAINE SYSTEM CLASSIFICATION SPECIFICATIONS**

**IT SPECIALIST**

6. Performs administrative tasks related to IT operations which, depending on area of assignment, may include: maintaining user profiles, managing department websites, and/or performing related duties. Assists with development and implementation of computer systems policies and procedures.

7. Prepares a variety of reports, outputs, and/or related records.

8. Prioritizes and assigns work to assigned staff; monitors the performance of assigned staff; and trains staff on work methods and procedures.

9. Performs other duties of a similar nature or level.

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<tr>
<th>LEVEL OF DECISIONS</th>
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<tr>
<td>Makes decisions regarding how the operations of a process are carried out by selecting among established techniques and practices. Incumbents have a choice as to how and when the operations are carried out, but not as to what operations constitute the process.</td>
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<tr>
<td>Incumbents may determine the order of the steps to be performed, and the tools necessary to complete the steps. Incumbents prioritize tasks on a daily basis based on established deadlines. Incumbents may determine the most appropriate solutions to various issues within the limits and guidelines set at higher levels, but may not offer solutions outside of available options without higher level approval.</td>
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</table>

**DIRECTION RECEIVED**

- **Career Level 1** work is completed following standard procedures, standards and diagnostic techniques; steps for most routine work assignments are defined.

- **Career Level 2** work assignments are generally performed under minimal supervision and may follow defined operating procedures. Standardized tasks are generally completed under little to no oversight.

- **Career Level 3** work assignments are performed under minimal supervision with general guidance on project priorities and objectives. Standardized work tasks are performed with near total autonomy, often requiring substantial problem solving abilities.
### UNIVERSITY OF MAINE SYSTEM CLASSIFICATION SPECIFICATIONS
### IT SPECIALIST

#### DIRECTION PROVIDED

- **Career Level 1** incumbents may assign/delegate work assignments to student workers and/or temporary employees; May troubleshoot problems and issues commensurate with relevant experience.

- **Career Level 2** incumbents may delegate/coordinate work assignments and smaller projects to student workers, temporary employees, and/or regular employees; May instruct others in work methods and procedures; May verify the work of others; May encourage teamwork and group efforts; May troubleshoot problems and issues of a more complex nature requiring significant knowledge of relevant policies, practices and rules.

- **Career Level 3** incumbents may lead/coordinate and/or delegate work assignments and projects to student workers, temporary employees, and/or regular employees; May instruct others in work methods and procedures; May verify the work of others; May motivate individuals and encourage group efforts; May handle the most complex issues requiring substantial knowledge of institutional operations; May anticipate and plan for problems and issues.

#### TYPICAL CAREER-LEVEL SPECIFIC RESPONSIBILITIES MAY INCLUDE:

**Incumbents assigned to Career Level 1** may be responsible for:

In addition to the **IT Technician** classification:

- Collecting and disseminating a variety of written and verbal communications requiring knowledge of relevant policies, procedures and rules for assigned area; providing explanations requiring some interpretation of policy to common questions and requests.
- Assisting staff, faculty, and students with the installation, configuration, and ongoing usability of computers and related hardware and software.
- Monitoring programs.
- Monitoring work orders.
- Issuing authorization codes.
- Upgrading hardware.
- Responding to departmental trouble tickets; resolving helpdesk requests.
- Updating web pages.
- Installing telephone connections and setting up voicemail systems.
- Maintaining and updating automated installation disks.

**Incumbents assigned to Career Level 2** may be responsible for:

In addition to the **CL1** level responsibilities:

- Handling verbal and written communications for a broad range of questions, issues and requests in assigned area of responsibility; preparing customized memos and related communications for non-routine issues; identifying needs of various parties to determine appropriate response.
- Troubleshooting phone call problems (e.g., analog and/or digital).
- Making changes to phones on campus.
- Troubleshooting network connections and server operations.
- Assisting with the design and oversight of user work stations, operating environments for computer labs and computer clusters.
UNIVERSITY OF MAINE SYSTEM CLASSIFICATION SPECIFICATIONS
IT SPECIALIST

- Assessing hardware and software requirements per user needs; recommending appropriate system solutions.
- Recommending, troubleshooting, and offering support for web based applications.
- Building and maintaining databases for web content.

Incumbents assigned to Career Level 3 may be responsible for:

In addition to the CL2 level responsibilities:
- Providing a full range of communications, both verbally and in writing, regarding non-routine questions, issues and procedures; handling the most complex and sensitive customer/student requests requiring a comprehensive understanding of relevant policies, procedures and rules; preparing individualized responses for non-routine and/or escalated issues.
- Provides a help desk environment for all hardware software computer problems within a function.
- Configuring networks.
- Maintaining network connections and server operations.
- Providing subject matter expertise related to area of specialty and/or system integrations and operations.
- Evaluates existing programs to determine more efficient methods of programming where appropriate.
- Programming web site infrastructure using markup and scripting languages.
- Creating and manipulating digital images and graphics for the web using advanced software.
- Integrating multimedia content with University web sites and web based Distance Education platforms.
- Maintaining infrastructure for live web based video and audio streaming.

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<tr>
<th>TRAINEE AND EXPERIENCE</th>
<th>Incumbents in this class typically require an equivalent combination of education and experience sufficient to successfully perform the responsibilities of the job, such as those listed below.</th>
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<tbody>
<tr>
<td></td>
<td>- <strong>Career Level 1</strong>: Six months of related, specialized post high school education AND two years of information technology support experience.</td>
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<td>- <strong>Career Level 2</strong>: Two years related, specialized post high school education AND two years of information technology support experience.</td>
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<tr>
<td></td>
<td>- <strong>Career Level 3</strong>: Two years related, specialized post high school education AND three years of information technology support experience.</td>
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The Education, Training, and Work Experience listed above are intended to serve as a general guideline for recruiting purposes. Additional qualifying experience may substitute for the education required of the assigned position.

LICENSING REQUIREMENTS
Incumbents in this class may require:

- None

### KNOWLEDGE REQUIREMENTS

Classification knowledge requirements:
- Customer service principles;
- Applicable hardware, software, and peripheral equipment;
- Knowledge of web development software and tools;
- Troubleshooting techniques and procedures;
- Applicable diagnostic equipment;
- Project coordination principles and practices;
- Research techniques;
- Training techniques;
- Hardware and software maintenance and installation methods;
- Recordkeeping principles.

### SKILL REQUIREMENTS

Classification skill requirements:
- Providing exemplary customer service;
- Troubleshooting and repairing hardware, software and peripheral problems;
- Installing hardware and software;
- Providing end-user support;
- Communicating technical information to a non-technical audience;
- Researching, assessing and testing new technology;
- Managing projects;
- Developing and presenting training sessions;
- Preparing records;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

### PHYSICAL REQUIREMENTS

Positions in this class typically require: fingering, grasping, pushing, feeling, talking, hearing, seeing and repetitive motions.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects

Incumbents may be subjected to electrical currents, extreme temperatures, inadequate lighting, workspace restrictions, intense noises and travel.

### CLASSIFICATION HISTORY

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<th>DATE</th>
<th>COMMENT</th>
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<tr>
<td>5/2/12</td>
<td>Final</td>
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The above classification specifications are intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department as determined by the University.