

The University of Texas at San Antonio

Job Description

Job Title: Information Technology Associate I
Code: 19281
Salary Grade: 57
FLSA Status: Exempt
Department/Division: Job Available in different departments/divisions
Reports To: In accordance with specific departmental policies

Summary

- Function: Provide technical skills and knowledge in providing information technology support and database management within a department or division.
- Scope: Responsible for providing systems administration and first level user support and training.

Duties

- Typical:
 1. Provide direct service and assistant to faculty, staff and students including first-level user support and training.
 2. Provide technical support for department web site.
 3. Provide user support and training; set-up departmental workstations troubleshoot problems, install software and hardware.
 4. May act as the formal liaison between the department and Office of Information Technology, including campus systems administrators.
 5. Provide technical support for hardware and software purchases.
 6. Create and maintain procedural documents for technical/computer processes.
 7. Serve as the administrator for departmental systems.
 8. Maintain the inventory of all software licenses for the department; estimate and track annual maintenance costs.
 9. Create and run regular and special reports. Validate downloads of reporting files.
 10. Perform additional duties as assigned.
- Periodic:
 1. Produce monthly, quarterly and yearly reports.

Education

Required	Preferred
Associate's degree or 60 college credit hours from an accredited institution.	Bachelor's degree in Information Systems, Computer Science or a related field.

Other Requirements

Required	Preferred
Knowledge of and/or experience with a wide variety of personal computer hardware and software.	Knowledge of and/or experience with personal computer hardware and software utilized by the department of assignment.
Criminal Background Check (CBC).	

Experience

Required	Preferred
Two years of experience in a computer related field.	Similar experience with customer/user interaction.

Equipment

Required	Preferred
Use of personal computers, servers, Microsoft Office, and standard office equipment.	N/A

Working Conditions

Usual	Special
Standard office or computer lab environment.	May involve some lifting and moving of computer hardware and equipment.

Supervision

Received	Given
Exercises independent judgment based on extensive technical or specialized knowledge and experience.	May delegate assignments and provide on the job supervision to assigned full-time and part-time personnel.

Accuracy

Proficiency in all phases of duties performed.
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Security Sensitive

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.

Internal Control

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with.