

THE CITY UNIVERSITY OF NEW YORK
Classified Civil Service Position Description

Title **IT Associate**

Title Codes 04877 Annual (full-time)
 04877 H Hourly

Information Systems Group (036)
Competitive Class Title

FLSA Status FLSA designation is Exempt. Overtime policy is subject to bargaining unit agreements.

Date Issued August 23, 2007

General Duties and Responsibilities

Under supervision, with considerable latitude for independent initiative and judgment, performs professional work of moderate complexity in technology-related disciplines.

IT Associates demonstrate mastery of one or more technology-related disciplines and decision-making ability in situations related to these disciplines. They perform a range of work in development/programming, communications, technical support, or similar functions depending on the needs of the Information Technology area to which they report. They may supervise a unit or group engaged in technology-related work.

There are three pay steps (or salary levels) for this title.

This specification describes typical assignments for this title; related duties may be assigned as needed.

Qualification Requirements

Level 1

1. A High School diploma or GED from an accredited institution.
2. An equivalent of seven years of experience post-high school that can be met by one of the following:
 - Seven years of full-time work experience in a computer or technology-related position. CUNY considers full-time experience to be 35 hours per week.
 - An Associate's degree plus five years of full-time work experience in a computer or technology-related position
 - A Bachelor's degree from an accredited institution plus three years of full-time work experience in a computer or technology-

related position.

3. Demonstrated English language proficiency, including the ability to speak, read, write and understand English well enough to meet minimally acceptable performance standards set for job tasks.
4. A Motor Vehicle Driver's License, current and valid in the State of New York, may be required for some, but not all, positions.

Level 2
Level 3

In addition to minimum qualifications for Level 1, incumbents must demonstrate they hold additional qualifications (education, experience or certification) appropriate to the specific requirements of the Level 2 or Level 3 position.

Direct Lines of Promotion

Can be promoted from:
IT Assistant (04875)

→IT Associate (this title)→

Can be promoted to:
IT Senior Associate (04880)

General Work Tasks

Technology- Independent Tasks

Technology Service Delivery

Completes assigned complex projects in area(s) of technical expertise.

(Expected of
all
employees)

Resolves complex problems in area of expertise with little or no supervision, notifying others according to department procedure. Explains problem resolutions to others, and instructs others in implementing them.

Interacts with vendors to acquire and implement new software and hardware, as well as upgrades and equipment maintenance.

Engages in developing and ensuring security procedures for computer software, networks, and data.

Serves as a technical resource in all aspects of assigned systems, networks and technologies.

Demonstrates an understanding of, and adheres to, systems methodologies, quality control and performance standards, and work methods established in unit. Explains these standards to others and administers compliance activities.

Communications

Prepares proposals and substantive written reports of a complex nature; makes formal presentations of findings.

Participates in administrative task forces and may serve as Project Leader.

Assists in coordinating intra- or inter-college projects. As requested, provides data and other input to University-wide systems development and management efforts.

Conducts training sessions and other communications related to technology.

Planning and Oversight

Assists in planning, analyzing, implementing and maintaining systems and networks, including contingency and capacity planning and quality assurance.

Participates in the preparation and review of feasibility studies, proposals and specifications.

Conducts studies of the effectiveness of policies, programs and procedures.

Participates in, and reports on, studies of current and potential problems, developing appropriate solutions.

Prepares and delivers management reports concerning overall plans, activities, performance levels and budgetary compliance of one or more units.

Develops bid specifications and participates in soliciting and evaluating bids.

Assists in implementing contracts (including service contracts), monitoring compliance, evaluating performance, and making recommendations on renewals.

Conducts cost-benefit and other analyses to quantify recommendations to management.

Prepares budget requests.

Determines training requirements; trains and/or arranges for training for staff and the user community.

Ensures adherence to performance priorities within established guidelines.

Staff Management

Supervise a team of technical professionals or manages a system or group of systems within the College, as necessary.

Participates in staff selection processes, such as technical interviews.

Participates in evaluating personnel.

Other (General)

Maintains standards for safety and the proper use of equipment and tools.

Provides timely and effective service.

Performs duties of lower titles when necessary.

Technology-Specific Tasks

(Depends on assignment)

Performs specialized work in one or more technology-related areas. While areas of specialization may vary, typically IT Associates perform complex professional work to support one or more of the disciplines listed below. While work may focus on one technical area, typically they must understand related areas and the implications of their decisions. Work is performed with the same scope, complexity, independence and impact as described in the above technology-independent tasks. This list is not all-inclusive.

Internet design and programming (generally, excluding content creation and graphic design)

Computer facility operations (systems and networks)

Applications programming

Systems programming

Customizing packaged software

Database design and administration, including design of complex reports

Systems analysis

Communications and networks

Systems training, user support and related services, such as Help Desks

Repairs and Technical Support

Support of personal computing devices (hardware and software)

Support of telephony systems (hardware and software)

Systems utilization analysis and capacity planning

General systems planning.