

THE CITY UNIVERSITY OF NEW YORK
Classified Civil Service Position Description

Title **IT Senior Associate**

Title Codes 04880 Annual (full-time)
 04880 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 general direction, with wide latitude for independent initiative and judgment, performs highly complex professional work in technology-related disciplines.

IT Senior Associates demonstrate mastery of one or more technology-related disciplines and decision-making ability in situations related to these disciplines, and serves as a resource person in these disciplines. They contribute to decisions on IT policies and technical standards. 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 lead a complex program or project and may supervise a unit or group of technical staff.

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 ten years of experience post-high school that can be met by one of the following:
 - Ten years of full-time work experience in a computer or technology-related position
 - An Associate's degree plus eight years of full-time work experience in a computer or technology-related position
 - A Bachelor's degree from an accredited institution plus six 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 In addition to minimum qualifications for Level 1, incumbents must demonstrate
Level 3 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 Associate (04877)

→IT Senior Associate (this title)→

Can be promoted to:
(None)

General Work Tasks

Technology- Independent Tasks

Technology Service Delivery

Conducts or oversees major undertakings of significant complexity requiring extensive background knowledge. Completes highly complex projects in areas of technical expertise.

(Expected of
all
employees)

Diagnoses, evaluates and resolves complex problems in areas of expertise, communicating resolutions in an effective manner. Instructs others on implementation.

Develops and ensures security procedures for computer software and data.

Interacts with vendors as necessary to ensure proper support of software and equipment.

Participates in the development of University-wide technology and systems and in fulfilling the role(s) of College or Unit in the overall project.

Communications

Coordinates major intra- or inter-college projects. Manages the unit's involvement in University-wide initiatives.

Participates in and may direct administrative task forces.

Acts as liaison with external universities/colleges, government units, technology-related networks and membership organizations and technology vendors.

Develops programs for cooperative planning, allocation or consolidation of resources.

Serves as a senior-level consultant to management for a major information systems function or several lesser functions of the University or College.

Conducts training sessions and related communications related to area(s) of expertise.

Makes formal presentations and submits written reports.

Planning and Oversight

Prepares and/or reviews computer or communication feasibility studies and specifications and new proposals and their evaluations.

Plans and organizes studies on the effectiveness of policies, programs and procedures.

Studies current and potential problems and develops appropriate solutions.

Prepares proposals and substantive reports of a highly complex nature.

Sets performance priorities within pre-established management goals.

Accepts and carries out responsibility for systems planning, analysis, implementation and maintenance, local area networks and communication systems, software and hardware, contingency and capacity planning and quality assurance.

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

Implements uniform performance standards, procedures and efficient methods of work within a unit. Establishes systems methodologies, quality control and performance standards and work methods. Explains these standards to others and administers compliance activities.

Reviews bid specifications; solicits and evaluates bids.

Coordinates the implementation of selected large contracts, monitors contract compliance and provides recommendations on contract renewal.

Directs cost-benefit and other analyses as required to quantify recommendations to management.

Prepares budget requests.

Determines training needs related to systems and arranges for training programs.

Staff Management

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

Reviews the quality of work, trains and evaluates staff and provides instruction on technical issues.

Participates in hiring and selection of staff and allocation of staff resources.

Other (General)

Maintains standards for safety and 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 and highly complex work in one or more technology-related areas. While areas of specialization may vary, typically IT Senior Associates perform complex professional work to support one or more of the disciplines listed below. While their work may focus on one technical area, 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 excludes 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.