



Information Technology Job Family: **IT Support Technician/Engineer Progression**

These generic job title summaries are intended to indicate the kinds of tasks and levels of work complexity that will be required of positions classified to any of these titles and are not intended to be construed as declaring the specific duties and responsibilities of any particular position. The use of particular expressions or illustrations describing functions within a specific job title does not exclude other duties of a similar kind and/or level of complexity. Positions are classified to a particular job title based upon the predominant level of expected work complexity. ***A position that is classified into this title and band must meet the Cornell requirements for exemption under the FLSA***

GENERIC JOB PROFILE SUMMARIES

IT Support Technician III INDIVIDUAL CONTRIBUTOR	IT Support Technician IV INDIVIDUAL CONTRIBUTOR	IT Support Engineer II INDIVIDUAL CONTRIBUTOR	IT Support Engineer III INDIVIDUAL CONTRIBUTOR
Possess general understanding of one or more operating systems, network environment, hardware platforms and/or application areas	Possess broad understanding of one or more operating systems, network environment, hardware platforms and/or application areas.	Possess in-depth understanding of one or more operating systems, network environment, hardware platforms and/or application areas.	Possess in-depth understanding of one or more operating systems, network environment, hardware platforms and/or application areas.
Provide first level technical computing support & related services to customers through walk-in, on-site visits, phone and/or e-mail.	Provide technical computing support & related services to customers through walk-in, phone and e-mail.	Provide complex technical computing support & related services to customers through walk-in, phone and e-mail.	Provide technical leadership to other support staff.
Identify, investigate and resolve basic user questions; inventory, schedule and perform hardware maintenance.	Identify, investigate and resolve low to moderately complex user questions; schedule and perform preventative maintenance.	Identify, investigate, research and resolve moderately complex problems; provide support that the first tier support is unable to resolve.	Identify, investigate, research and resolve complex problems; provide support that the first tier support is unable to resolve.
Run diagnostics; install operating systems and generic device drivers; simulate or recreate basic user problems to resolve operating difficulties.	Run diagnostics; install operating systems and generic device drivers; simulate or recreate low to moderately complex user problems to resolve operating difficulties.	Run diagnostics; install operating systems and generic device drivers; simulate or recreate moderately complex user problems to resolve operating difficulties.	Run diagnostics; simulate or recreate complex user problems to resolve operating difficulties.
Assemble and test computers and peripheral equipment, including options such as interface cards and disk drivers.	Assemble and test computers and peripheral equipment, including options such as interface cards and disk drivers.		

IT Support Technician III INDIVIDUAL CONTRIBUTOR	IT Support Technician IV INDIVIDUAL CONTRIBUTOR	IT Support Engineer II INDIVIDUAL CONTRIBUTOR	IT Support Engineer III INDIVIDUAL CONTRIBUTOR
Support desktop productivity and communications software and (potentially) discipline-specific software.	Support desktop productivity and communications software and (potentially) discipline-specific software.		
Assist clients in making decisions concerning selection of technologies and/or services; deliver and set-up new workstations and other hardware following University recommended guidelines.	Assist clients in making decisions concerning selection of technologies and/or services; deliver and set-up new workstations and other hardware; complete up-grades following University recommended guidelines.	Ensure workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions; provide input and recommendations with respect to hardware and software requirements, new and updated technologies and integrity of the computing environment following University recommended guidelines.	Ensure workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions; recommend and may approve new and updated technologies and integrity of the computing environment following University recommended guidelines.
Assist clients with questions concerning basic computer policies and procedures.	Assist clients with questions concerning low to moderately complex computer policies and procedures.	Assist clients with questions concerning moderately complex computer policies and procedures.	Assist clients with questions concerning complex computer policies and procedures.
Install and configure software for network connectivity, backups, server access, etc. on user systems.	Install and configure software for network connectivity, backups, server access, etc. on user systems.	Recommend system modifications to reduce user problems.	Recommend system modifications to reduce user problems.
Perform system software upgrades including planning/scheduling, testing and coordination.	Perform system software upgrades including planning/scheduling, testing and coordination.	Plan, schedule, test and coordinate software system upgrades.	Serve as primary resource for specialized/discipline specific software or systems.
Assist in administration of local servers and/or local area networks.	Assist in administration of local servers and/or local area networks.		
	Install and maintain operating systems and applications on desktops and servers.	Install, configure, and maintain operating system workstations and servers, including web servers, in support of business processing requirements.	Assume overall responsibility for installing, configuring, and maintaining operating system workstations and servers, including web servers, in support of business processing requirements; ensure long-term requirements of systems operations and administration are included in the overall information systems planning of the work group.
Monitor and maintain compliance and continuity with software licensing and maintenance agreements.	Monitor and ensure compliance and continuity with software licensing and maintenance agreements.		

IT Support Technician III INDIVIDUAL CONTRIBUTOR	IT Support Technician IV INDIVIDUAL CONTRIBUTOR	IT Support Engineer II INDIVIDUAL CONTRIBUTOR	IT Support Engineer III INDIVIDUAL CONTRIBUTOR
Draft documentation for desktop/helpdesk end user.	Draft documentation for desktop/helpdesk end user.	Document and conduct user training to faculty and staff on information technologies infrastructure.	Document, develop and conduct user training to faculty and staff on information technologies infrastructure.
Interact with network services, software systems engineering and/or applications development to gain assistance to restore service and/or identify and correct somewhat complex problems.	Interact with network services, software systems engineering and/or applications development to gain assistance to restore service and/or identify and correct moderately complex problems.		
		Provide recommendations regarding hardware and system software planning and budgeting.	Provide recommendations regarding hardware and system software planning and budgeting.
		Monitor the system to achieve optimum performance levels.	Monitor and tune systems to achieve optimum performance levels.
		Conduct hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines.	Conduct hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines.
			Evaluate new products/technologies to determine impact on existing system configurations.
		May interface with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance.	Interface with vendor support service groups; provide internal analysis and support to ensure proper escalation during outages or periods of degraded system performance.
Ensure that user community understands and adheres to necessary procedures to maintain security.	Ensure that user community understands and adheres to necessary procedures to maintain security.	Ensure that user community understands and adheres to necessary procedures to maintain security.	Ensure that user community understands and adheres to necessary procedures to maintain security.
			Develop and maintain system configuration management program to document organizational information system assets and ensure organizational standards.

IT Support Technician III INDIVIDUAL CONTRIBUTOR	IT Support Technician IV INDIVIDUAL CONTRIBUTOR	IT Support Engineer II INDIVIDUAL CONTRIBUTOR	IT Support Engineer III INDIVIDUAL CONTRIBUTOR
		Interface with user community to understand their security needs and follows procedures to accommodate them; ensures that user community understands and adheres to necessary procedures to maintain security.	Interface with user community to understand their security needs and implements procedures to accommodate them; ensures that user community understands and adheres to necessary procedures to maintain security.
	Install, maintain, troubleshoot VMware,; resolve technical problems related to the integration of these technologies.	Provide VMware desktop administration, including installation, configuration, maintenance, and troubleshooting, backup, recovery and support services; resolve complex technical problems related to the integration of these technologies.	Provide VMware desktop administration, including installation, configuration, maintenance, and troubleshooting, backup, recovery and support services; resolve complex technical problems related to the integration of these technologies.

JOB FACTOR PROFILE TABLE

FACTOR PROFILE	11240 IT SUPPORT TECHNICIAN III, BAND D NEX	11241 IT SUPPORT TECHNICIAN IV, BAND E NEX	11243 IT SUPPORT ENGINEER II, BAND E EX	11244 IT SUPPORT ENGINEER III, BAND F
MINIMUM EDUCATION AND EXPERIENCE EQUIVALENCY	Associate's degree and 2 to 4 years relevant experience or equivalent combination	Bachelor's degree and up to 2 years relevant experience or equivalent combination	Bachelor's degree and 2 to 4 years relevant experience or equivalent combination	Bachelor's degree and 3 to 5 years relevant experience or equivalent combination
IMPACT	Extend beyond department	Extend beyond department	Moderate impact	Moderate impact
CONTACTS - INSIDE	Provide guidance or instruction	Provide guidance or instruction	Assist others Cooperation of task completion	Provides guidance to others Coordinates activities
CONTACTS - OUTSIDE	Conduct somewhat complex business activities Obtain involved information Provide detailed response	Conduct somewhat complex business activities Obtain involved information Provide detailed response	Provide/receive guidance, advice or information that must be analyzed and developed by the position	Provide/receive guidance, advice or information that must be analyzed and developed by the position
CONTACTS - STUDENTS	Provide information or instruction on policies/procedures	Provide training and instruction on equipment, instruments, machinery, methods	Occasional contact dealing with confidential matters	Frequent contact to provide information and instruction

FACTOR PROFILE	11240 IT SUPPORT TECHNICIAN III, BAND D NEX	11241 IT SUPPORT TECHNICIAN IV, BAND E NEX	11243 IT SUPPORT ENGINEER II, BAND E EX	11244 IT SUPPORT ENGINEER III, BAND F
SUPERVISION	None given	None given	Provides guidance, counsel, and information in specific support areas	Provides guidance, counsel, and information in specific support areas
COMPLEXITY	Focus on an entire field	Focus on an entire field and generally on related areas	Frequently adapt, combine, or make improvements to services, products, processes, & programs. Work requires reasoning skills and judgment	Occasionally required to develop new innovative solutions, services, products, processes, & programs. Work requires sophisticated reasoning skills
LEVEL OF DECISION MAKING	Responsible for making some decisions which require consideration of various criteria.	Responsible for making some decisions which require consideration of various criteria.	Assist in and influence decisions concerning policy-setting, research, planning, or students	Assist in and influence decisions concerning policy-setting, research, planning, or students
FREEDOM OF ACTION	Very general supervision Resolve most questions Accomplish most tasks alone Keep supervisor informed of progress	Little guidance to accomplish work activities Rarely refers situations to the supervisor	General supervision Some interpretation of established work policies and procedures is required	Very general supervision Interpretation of work policies and procedures, and, at times deviation from standard work practice
SUPPORT SKILLS – WRITING	Provides a non-standard response or prepares written material that requires some research	Provides a non-standard response or prepares written material that requires some research		
SUPPORT SKILLS – COMPUTER	Use business or technical programs to complete task requiring sophisticated usage	Use complex business or technical programs in an environment that requires some programming skills		
WORKING CONDITIONS - PHYSICAL	Lift 20 to 50 lbs	Lift 20 to 50 lbs		

FACTOR PROFILE	11240 IT SUPPORT TECHNICIAN III, BAND D NEX	11241 IT SUPPORT TECHNICIAN IV, BAND E NEX	11243 IT SUPPORT ENGINEER II, BAND E EX	11244 IT SUPPORT ENGINEER III, BAND F
WORKING CONDITIONS - VISUAL	Close concentration and visual attention	Close concentration, visual attention and need for manual dexterity		
WORKING CONDITIONS - HAZARD	Variable working conditions including exposure to conditions which require handling of animals or mildly toxic plants; chemicals or substances requiring careful use; or equipment requiring close attention. Safety gear may be required.	Variable working conditions including exposure to conditions which require handling of animals or mildly toxic plants; chemicals or substances requiring careful use; or equipment requiring close attention. Safety gear may be required.	Normal working conditions, including limited or no exposure to hazardous conditions/materials/ equipment. Safety gear may sometimes be required	Normal working conditions, including limited or no exposure to hazardous conditions/materials/ equipment. Safety gear may sometimes be required