

UFIT Classification Specifications

Revised March 20, 2014

Job Title: IT Senior Director
Job Family: IT
FLSA Status: Exempt
Pay Grade: B5
Salary Plan: TA12
Job Code: 001651

UF Information Technology Classification*

Summary:

Reporting to the Vice President and Chief Information Officer, this position is a top University information technology leader with responsibility for IT functions at an enterprise-wide level. Areas of responsibility may include, but are not limited to, research technology, academic technology, enterprise applications, infrastructure, and data systems, and public service.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Leverages technology through envisioning innovative uses of IT and leading identification and development of transforming customer service opportunities
- Plans, deploys, operates, and maintains core IT services, software and/or infrastructure
- Represents the CIO and acts as in-charge officer in CIO's absence
- Collaborates with academic and business University communities to identify, plan and execute continuous improvement of mission critical services and systems
- Deprecates and divests from obsolete services
- Serves as liaison and advisor to the University IT Governance Committees
- Develops institutional policy, standards and best practice
- Identifies opportunities for revenue generation where appropriate
- Facilitates university, regional, and state-wide joint projects which require coordinated efforts toward common and/or shared service, software, policies, or infrastructure

Education and Experience:

Master's degree in an appropriate area of specialization and six years of appropriate experience; or a bachelor's degree in an appropriate area of specialization and eight years of appropriate experience. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.

Licensure and Certification:

Supervision: Provides overall direction and guidance to subordinate directors, associate directors, managers and project managers

*Reserved Classification - Use of this classification outside of UFIT requires prior approval by Classification and Compensation

Job Title IT Director
Job Family IT
FLSA Status Exempt
Pay Grade B4
Salary Plan TA12
Job Code 001853

Summary:

This position is responsible for directing a core information technology function in a UFIT department or for directing the comprehensive IT support for a college IT department.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Directs the coordination of network systems and infrastructure
- Oversees the provision of hardware and software based on a comprehensive analysis of user needs
- At the college level, directs user support for personal computer and desktop support Oversees a UFIT function that impacts multiple University departments and colleges
- Develops computing standards for hardware and software, evaluating new hardware and software and recommend appropriate selections for purchase
- This position has responsibility for planning and budget management of the IT function
- Maintains compliance with UF Computing Policies in university computing activities at the college or department level
- Stays current on emerging technologies and evaluate applicability to UF environment
- Promotes and coordinates planning, developing and implementing programs, projects and systems which may involve more than one IT unit or user group across campus.

Education and Experience:

Master's degree in an appropriate area of specialization and six years of appropriate experience; or a bachelor's degree in an appropriate area of specialization and eight years of appropriate experience. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.

Licensure and Certification:

Supervision: Directs IT managers and staff

Job Title	IT Associate Director
Job Family	IT
FLSA Status	Exempt
Pay Grade	B2
Salary Plan	TEAMS
Job Code	001852

Summary:

Reporting to an Associate CIO or IT Director, this position is responsible for the direction, coordination and administration of IT-related activities in one or more information technology areas. Responsible for resources, results, and ROI. Directs the activities of technical staff. Mentors and motivates staff. Measures performance and makes continuous improvements. May function as director in his/her absence as required.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Assists the Associate CIO/Director in short and long range planning for unit
- Supervises assistant directors, managers and staff of functional work-groups and processes
- Project & Portfolio Management:
 - Develops project plans, including scope, schedule, and budgets, for major projects.
 - Formulates Requirements definition & Infrastructure Impact Assessment for proposed new services or changes to existing services.
 - Tracks projects; reports status, and resolves problems. Supervises and manages cross-functional projects
- Performs needs assessment and capacity planning
- Directs Operations & Maintenance of ongoing services
- Defines and monitors critical success factors and key performance indicators
- Defines Service Level Agreements stating expectations regarding performance of services
- Oversees employee development within unit
- May be responsible for leading or championing projects employing cross-functional teams of IT professionals
- May serve on university, statewide or national committees concerned with development of IT standards and policies

Education and Experience:

Master's degree in an appropriate area of specialization and five years of experience; or a bachelor's degree in an appropriate area of specialization and seven years of appropriate experience. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.

Licensure and Certification:

Supervision: Responsible for supervising information technology managers and staff.

Job Title	Chief Information Security Officer
Job Family	IT
FLSA Status	Exempt
Pay Grade	B5
Salary Plan	TA12
Job Code	001866

UF Information Technology Classification*

Summary:

Reporting directly to the Vice President and Chief Information Officer, the Chief Information Security Officer (CISO), a single incumbent position, is responsible for the organization's development and enforcement of security policy and strategy related to the security of the University's information assets. The role of the CISO spans the entire University of Florida enterprise, including Direct Service Organizations and Affiliates. The CISO exercises enterprise-wide authority for compliance with University information security policies consistent with applicable industry standards and governmental regulations.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Develop, implement and monitor a strategic, comprehensive enterprise information security and IT risk management
- Manage the University's security organization, consisting of direct reports and indirect reports
- Develop, maintain and publish up-to-date security policies, standards and guidelines, and oversee training and dissemination of security policies and practices
- Facilitate information security governance through implementation of a hierarchical governance program
- Create, communicate and implement a risk-based process for vendor risk management, including assessment and treatment for risks that may result from partners, consultants and other service providers
- Create a framework for roles and responsibilities with regard to information ownership, classification, accountability and protection
- Work directly with the business units to facilitate IT risk assessment and risk management processes, and work with stakeholders through the enterprise on identifying acceptable levels of residual risk
- Oversees the selection, development, deployment, monitoring, maintenance, and enhancement of the organization's security technology
- Oversees performance of IT risk assessments, audits, and security incident investigation

Education and Experience:

Master's degree in an appropriate area of specialization and six years of appropriate experience; or a bachelor's degree in an appropriate area of specialization and eight years of appropriate experience.

Licensure and Certification:

Supervision: Responsible for supervising information technology staff.

*Reserved Classification - Use of this classification outside of UFIT requires prior approval by Classification and Compensation

Job Title	Application Database Administrator
Level	1
Job Family	Information Technology
FLSA Status	Exempt
Pay Grade	C1
Salary Plan	TA12
Job Code	001807

Summary:

This is an intermediate professional level role that designs and supports DBMS of low complexity and assists in the design and support of DBMS of medium complexity under direct supervision.

The Application Database Administrator's role is to design, monitor, maintain, and application performance tune production databases while ensuring high levels of data availability.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Analyzes data requirements, application and processing architectures, data dictionaries, and database schema(s), and then designs, develops, amends, optimizes, and certifies database schema design to meet system(s) requirements.
- Gathers, analyzes, and normalizes relevant information related to, and from business processes, functions, and operations to evaluate data credibility and determine relevance and meaning.
- Assists in the development and design of database and warehouse applications across multiple platforms and computing environments.
- Assists in the development of an overall data architecture that supports the information needs of the business in a flexible but secure environment.
- Responsible for developing, implementing, and overseeing database policies and procedures to ensure the integrity and availability of databases and their accompanying software.

Education and Experience:

Bachelor's degree and one year of appropriate experience. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.

Licensure and Certification:

Supervision: This position has no supervisory responsibilities.

Job Title	Application Database Administrator
Level	2
Job Family	Information Technology
FLSA Status	Exempt
Pay Grade	C2
Salary Plan	TA12
Job Code	001808

Summary:

This is a senior professional level role that designs and supports DBMS of medium complexity and assists in the design and support of DBMS of high complexity.

The Application Database Administrator's role is to design, monitor, maintain, and application performance tune production databases while ensuring high levels of data availability.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Analyzes data requirements, application and processing architectures, data dictionaries, and database schema(s), and then designs, develops, amends, optimizes, and certifies database schema design to meet system(s) requirements.
- Gathers, analyzes, and normalizes relevant information related to, and from business processes, functions, and operations to evaluate data credibility and determine relevance and meaning.
- Plays a lead role in the development and design of database and warehouse applications across multiple platforms and computing environments.
- Plays a lead role in the development of an overall data architecture that supports the information needs of the business in a flexible but secure environment.
- Responsible for developing, implementing, and overseeing database policies and procedures to ensure the integrity and availability of databases and their accompanying software.

Education and Experience:

Bachelor's degree and three years of appropriate experience. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.

Licensure and Certification:

Supervision: This position has no supervisory responsibilities, but may assist with coordinating the work of others and assigns work to less experienced staff.

Job Title	Application Database Administrator
Level	3
Job Family	Information Technology
FLSA Status	Exempt
Pay Grade	C3
Salary Plan	TA12
Job Code	001809

Summary:

This is a senior professional level role that designs and supports DBMS of high complexity. Under general direction, designs, implements, and maintains highly complex databases.

The Application Database Administrator's role is to design, monitor, maintain, and application performance tune production databases while ensuring high levels of data availability.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Analyzes data requirements, application and processing architectures, data dictionaries, and database schema(s), and then designs, develops, amends, optimizes, and certifies database schema design to meet system(s) requirements.
- Gathers, analyzes, and normalizes relevant information related to, and from business processes, functions, and operations to evaluate data credibility and determine relevance and meaning.
- Mentors others in the develop and design of database and warehouse applications across multiple platforms and computing environments.
- Mentors others in the development of an overall data architecture that supports the information needs of the business in a flexible but secure environment.
- Responsible for developing, implementing, and overseeing database policies and procedures to ensure the integrity and availability of databases and their accompanying software.

Education and Experience:

Bachelor's degree and five years of appropriate experience. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.

Licensure and Certification:

Supervision: This position has no supervisory responsibilities, but may coordinate the work of others and assign work to less experienced staff.

Job Title	Application Developer Analyst
Level	1
Job Family	Information Technology
FLSA Status	Exempt
Pay Grade	C1
Salary Plan	TA12
Job Code	001810

Summary:

This is a professional level role that under direct supervision, works closely with customers, business analysts and team members to understand business requirements that drive the analysis and design to develop quality technical solutions, with a good understanding of the IT systems and capabilities. Participates in, and has a good understanding of IT systems, development lifecycle, quality assurance/testing, and integration methodologies

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Assists in research and fact-finding to develop or modify information systems. Assists in preparing detailed specifications from which programs will be written.
- Participates in assessing design options, identifies and analyzes problems, authors codes, tests and debugs code, troubleshoots applications, maintains installed systems, produces and maintains documentation.
- Prepares and implements data verification and testing methods. Understands quality assurance/testing methodologies.
- Reviews data loaded into the data warehouse for accuracy. Creates, supports and tests index and view scripts (e.g. ETLs, etc) and troubleshoots existing data warehouse applications.
- Assists with developing software integration, external interface development and technical documentation.
- Assists with estimating of the analysis and development effort based on requirements
- Assists with recommendations towards the development of new code or reuse/enhancement of existing code.
- Assists in the development and execution of systems best practices across the organization.
- Develop technical documentation (designs, specifications, processes) and communications

Education and Experience:

Bachelor's degree and one year of appropriate experience. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.

Licensure and Certification:

Supervision: This position has no supervisory responsibilities.

Job Title	Application Developer Analyst
Level	2
Job Family	Information Technology
FLSA Status	Exempt
Pay Grade	C2
Salary Plan	TA12
Job Code	001811

Summary:

This is a professional level role that under general supervision, works closely with customers, business analysts and team members to understand business requirements that drive the analysis and design to develop quality technical solutions. Has a solid understanding of IT systems, development lifecycle, quality assurance/testing, and integration methodologies.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Formulates and defines system scope and objectives through research and fact-finding to develop or modify complex information systems. Prepares detailed specifications from which programs will be written.
- Assists with recommendations towards the development of new code/data/reports or reuse/enhancement of existing.
- Assesses design options, designs technical requirements for application, identifies and analyzes problems, tests and debugs code, troubleshoots applications, maintains installed systems, produces and maintains documentation, and conducts application quality assurance.
- Analyzes and revises existing system logic difficulties and documentation. Responsible for software integration, external interface development and technical documentation.
- Provides estimates of the analysis and development effort based on requirements
- Makes recommendations for development of new code or reuse/enhancement of existing code. May participate in component and data architecture design, performance monitoring, product evaluation and buy versus build recommendations.
- Assists in the development, maintenance, and support of an enterprise data warehouse system and corresponding data marts. Troubleshoots and tunes existing data warehouse applications.
- Develops best practices for development and execution of systems across the organization.
- Develop technical documentation (designs, specifications, processes) and communications
- Prepares and implements data verification and testing methods for the data warehouse and reporting. Understands quality assurance/testing methodologies.

Education and Experience:

Master's degree and one year of appropriate experience; or a bachelor's degree and three years of appropriate experience. Appropriate college coursework may substitute at an equivalent rate for the required experience.

Licensure and Certification:

Supervision: This position has no supervisory responsibilities.

Job Title	Application Developer Analyst
Level	3
Job Family	Information Technology
FLSA Status	Exempt
Pay Grade	C3
Salary Plan	TA12
Job Code	001812

Summary:

This is a professional level role that under general direction, works closely with customers, business analysts and team members to understand business requirements that drive the analysis and design to develop quality technical solutions. Has an advanced understanding of IT systems, development lifecycle, quality assurance/testing, and integration methodologies.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Provides expertise for the design and development of IT systems.
- Oversees the definition of system scope and objectives based on user needs. Prepares detailed specifications from which programs will be written.
- Provides feasibility assessments, design technical options, authors codes, troubleshoots applications, maintains installed systems, produces and maintains documentation, and conducts application quality assurance and testing.
- Analyzes business requirements and revises existing system logic difficulties and documentation. Manages software integration, external interface development and technical documentation.
- Provides estimates of the analysis and development effort based on requirements
- Recommends development of new code or reuse/enhancement of existing code. Participates or leads in component and architecture design, performance monitoring, product evaluation.
- Understands industry and IT best practices, develops and fosters the use of systems standards and processes across the organization.
- Develop technical documentation (designs, specifications, processes) and communications
- Provides technical mentoring and coaching to less experienced staff
- Prepares and implements data verification and testing methods for the data warehouse and reporting. Understands quality assurance/testing methodologies.
- Provides expertise for the design and development of IT systems.
- Provides product support and maintenance of the data warehouse and reporting.
- Performs data warehouse design and construction. Codes and documents scripts and reports.
- Designs and implements data strategy methods. Develops programs and systems documentation.

Education and Experience:

Master's degree and three years of appropriate experience; or a bachelor's degree and five years of appropriate experience.

Licensure and Certification:

Supervision: May oversee and direct the work of employees but supervision is not the focus of the job.

Job Title	Application Developer Analyst
Level	4
Job Family	Information Technology
FLSA Status	Exempt
Pay Grade	C4
Salary Plan	TA12
Job Code	001813

Summary:

This is a senior professional level role that under high level direction, works closely with customers, business analysts and team members to understand business requirements that drive the analysis and design to develop quality technical solutions. Has an in-depth understanding of IT systems, development lifecycle, quality assurance/testing, and integration methodologies.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Provides expertise for the design and development of IT systems, within all levels of complexity
- May lead efforts to project completion and user satisfaction, related to support and/or projects.
- Leads definition of system scope and objectives based on user needs.
- Leads feasibility assessments, design options, development, testing, quality assurance, and documentation. Has solid understanding of business or function for application.
- Instructs, directs, and monitors work of other analysts and programming team members. Provides technical mentoring, coordinates and may assign work to less experienced staff.
- Manages software integration, external interface development and technical documentation.
- Provides estimates of the analysis and development effort based on requirements
- Drives development of new code/data/reports or reuse/enhancement of existing code.
- Participates or leads in component and architecture design, performance monitoring, product evaluation.
- Ensures development of technical documentation (designs, specifications, processes)
- Stays abreast of IT industry best practices. Sets and establishes standards for the Organization, and champions the processes.

Education and Experience:

Master's degree and five years of appropriate experience; or a bachelor's degree and seven years of appropriate experience.

Licensure and Certification:

Supervision: Guides and coordinates the work of others and assigns work to less experienced staff.

Job Title	Application Developer Analyst
Level	5
Job Family	Information Technology
FLSA Status	Exempt
Pay Grade	C5
Salary Plan	TA12
Job Code	001814

Summary: This is a senior professional level role that under high level direction, works closely with customers, business analysts and team members to understand business requirements that drive the analysis and design to develop quality technical solutions.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Provides expertise for the design and development of IT systems, within all levels of complexity
- May lead efforts to project completion and user satisfaction, related to support and/or projects.
- Leads definition of system scope and objectives based on user needs.
- Leads feasibility assessments, design options, development, testing, quality assurance, and documentation. Has solid understanding of business or function for application.
- Instructs, directs, and monitors work of other analysts and programming team members. Provides technical mentoring, coordinates and may assign work to less experienced staff.
- Manages software integration, external interface development and technical documentation.
- Provides estimates of the analysis and development effort based on requirements
- Recommends development of new code or reuse/enhancement of existing code. Participates or leads in component and architecture design, performance monitoring, product evaluation.
- Ensures development of technical documentation (designs, specifications, processes)
- Stays abreast of IT industry best practices. Sets and establishes standards for the Organization, and champions the processes.

Education and Experience:

Master's degree and six years of appropriate experience; or a bachelor's degree and eight years of appropriate experience.

Licensure and Certification:

Supervision: This position may have supervisory responsibilities.

Job Title Application Programmer
Level 1
Job Family Information technology
FLSA Status Exempt
Pay Grade C1
Salary Plan TA12
Job Code 001815

Summary:

This position is responsible for development and maintenance of moderately complex application programs from detailed specifications.

Examples of Work:

- Uses detailed specifications to create new application programs
- Responsible for testing, debugging, and documenting programs.
- Maintains existing applications by adding/modifying features as requested
- Uses professional tools for source-code management, issue tracking, and testing
- Consults with client to determine needs and requirements

Education and Experience:

A bachelor's degree and one year of appropriate experience. Appropriate college coursework may substitute at an equivalent rate for the required experience.

Licensure and Certification: None

Supervision: This position may have supervisory responsibilities.

Job Title Application Programmer
Level 2
Job Family Information technology
FLSA Status Exempt
Pay Grade C2
Salary Plan TA12
Job Code 001816

Summary:

This position is responsible for development and maintenance of highly complex application programs.

Examples of Work:

- Responsible for creating detailed specifications
- Responsible for devising or modifying procedures to solve complex problems
- Fluently uses professional tools for source-code management, issue tracking and testing
- Provides guidance and direction to other programmers
- Responsible for reviewing and inspecting the work of other programmers

Education and Experience:

A bachelor's degree and three years of appropriate experience. Appropriate college coursework may substitute at an equivalent rate for the required experience.

Licensure and Certification: None

Supervision: This position may have supervisory responsibilities.

Job Title	Business Process Consultant
Job Family	Information Technology
FLSA Status	Exempt
Pay Grade	C3
Salary Plan	TA12
Job Code	001817

Summary:

This is a senior professional level role responsible for most complex systems process analysis, design and simulation. Creates process change by integrating new processes with existing ones and communicating these changes to impacted business system teams.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Facilitates the optimization of business performance by enhancing the alignment between business processes and IT.
- Performs process analysis and definition by dissecting problems and suggesting solutions.
- Performs process re-engineering, design, and simulation.
- Responsible for the communication dealing with process changes.
- Suggests plans to integrate new and existing processes and reviews current processes for efficiency and ability to meet changing business unit conditions.
- Leads business process projects.

Education and Experience:

Bachelor's degree and five years of appropriate experience. Appropriate college coursework may substitute at an equivalent rate for the required experience.

Licensure and Certification: None

Supervision: This position will at times be expected to exercise some supervisory responsibilities acting as a team lead.

Job Title Business Relationship Manager
Level 1
Job Family Information Technology
FLSA Status Exempt
Pay Grade C1
Salary Plan TA12
Job Code 001818

Summary:

This is a professional level position responsible for establishing, managing and maintaining relationships with customers in one or more service areas.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Regularly meets with customers in assigned service areas.
- Assists in determining and documenting client business requirements.
- Drafts options and identifies potential technological solutions.
- Provides support during initial assessment of client requests.
- Performs cost/benefit analysis and review of project feasibility.
- May assist in prioritizing IT service requests.

Education and Experience:

A bachelor's degree and one year of appropriate experience. Appropriate college coursework may substitute at an equivalent rate for the required experience.

Licensure and Certification: None

Supervision: This position has no supervisory responsibilities.

Job Title Business Relationship Manager
Level 2
Job Family Information Technology
FLSA Status Exempt
Pay Grade C2
Salary Plan TA12
Job Code 001819

Summary:

This is a professional level position responsible for establishing, managing and maintaining relationships with customers in one or more service areas.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Regularly meets with customers in assigned service areas.
- Assists in determining and documenting client business requirements.
- Drafts options and identifies potential technological solutions.
- Provides support during initial assessment of client requests.
- Performs cost/benefit analysis and review of project feasibility.
- May assist in prioritizing IT service requests.
- Interacts with clients to reduce the possibility of potential difficulties and resolves problems.
- Keeps clients consistently informed of a project's status.
- Discusses any significant client issues with his/her supervisor.

Education and Experience:

A bachelor's degree and three years of appropriate experience. Appropriate college coursework may substitute at an equivalent rate for the required experience.

Licensure and Certification: None

Supervision: This position may have supervisory responsibilities.

Job Title	Business Relationship Manager
Level	3
Job Family	Information Technology
FLSA Status	Exempt
Pay Grade	C3
Salary Plan	TA12
Job Code	001820

Summary:

This is a senior professional level role, working at a strategic level, responsible for establishing, managing and maintaining relationships with customers in one or more service areas, accountable for ensuring that the design and integration of proposed system, software and hardware solution leads to the development and growth of the business through effective use of technology.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Regularly meets with customers in assigned service areas.
- Assists in determining and documenting client business requirements.
- Drafts options and identifies potential technological solutions.
- Provides support during initial assessment of client requests.
- Performs cost/benefit analysis and review of project feasibility.
- May assist in prioritizing IT service requests.
- Interacts with clients to reduce the possibility of potential difficulties and resolves problems.
- Keeps clients consistently informed of a project's status.
- Discusses any significant client issues with his/her supervisor.
- Utilizes research and client contact to develop technological solutions that are suited to the current and future needs of business partners.
- Identifies the emerging trends in IT solutions in order to better align the needs of business partners with IT products and services.
- Actively seeks new opportunities and develops strategies to market business solutions.

Education and Experience:

A bachelor's degree and five years of appropriate experience. Appropriate college coursework may substitute at an equivalent rate for the required experience.

Licensure and Certification: None

Supervision: This position will exercise supervisory responsibilities at times and provide mentoring to others.

Job Title Computer Operator
Level 1
Job Family Information Technology
FLSA Status Non-Exempt
Pay Grade E1
Salary Plan TU2N
Job Code 001821

Summary:

Monitors daily batch processes using tools provided; responds correctly to abnormal conditions; notifies on-call support via telephone and email and correctly relates the situation; follows written and oral instructions for resolving abnormal conditions. This position is responsible for basic level data center systems operations.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Monitors the status and operations of computing and networking systems.
- Follows documented procedures in dealing with production incidents of these processes.
- Monitors console systems and peripheral equipment.
- Monitors the status and operations of data center infrastructure.
- Manage printed output correctly from data stream to filling in appropriate pickup locations using RJE software, multiple printers and I/O books.
- Conducts routine inspections on equipment and reports any abnormalities.
- Assists with monitoring all new or surplus equipment.
- May assist with the asset management of IT equipment.

Education and Experience:

An associate's degree or a high school diploma and two years of appropriate experience. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.

Licensure and Certification: None

Supervision: This position does not have supervisory responsibilities.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

Job Title Computer Operator
Level 2
Job Family Information Technology
FLSA Status Non-Exempt
Pay Grade E2
Salary Plan TU2N
Job Code 001822

Summary:

This position is responsible for routine system support.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Monitors and controls the status and operations of computing and networking systems.
- Monitors console systems and peripheral equipment.
- Monitors the status and operations of data center infrastructure.
- Maintains Production Control procedural documentation.
- Supervises the workflow of lower level computer operators on all shifts on a regular basis.
- Responsible for directing the training of shift staff in a constantly changing environment.
- Responds to customer inquiries and alerts.
- Conducts routine inspections on equipment and reports any abnormalities.
- Monitors all new or surplus equipment.
- Assists with the asset management of IT equipment.
- May make changes to operational parameters.
- May assist programmers and systems analysts as needed with testing and debugging.
- May maintain inventory, maintenance, and repair logs.

Education and Experience:

An associate's degree or a high school diploma and three years of appropriate experience. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.

Licensure and Certification: None

Supervision: This position may be responsible for the supervision of lower level computer operators.

Job Title Computer Operator
Level 3
Job Family Information Technology
FLSA Status Nonexempt
Pay Grade E3
Salary Plan TU2N
Job Code 001823

Summary:

This position is responsible for medium-complexity system support.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Responsible for supporting systems on multiple platforms.
- Monitors and controls the status and operations of computing and networking systems.
- Operates and monitors console systems and peripheral equipment.
- Responsible for making changes to operational parameters.
- Monitors the status and operations of data center infrastructure.
- Oversees shift staff to ensure adequate staffing and performance.
- Acts as primary contact for customer inquiries.
- Responsible for all incident reporting during his/her shift.

Education and Experience:

A bachelor's degree and four years of appropriate experience.

Licensure and Certification:

Supervision: Responsible for supervising operations shift staff.

Job Title Data Center Infrastructure Technician
Job Family Information Technology
FLSA Status Exempt
Pay Grade C2
Salary Plan TA12
Job Code 001753

Summary:

This position is responsible for infrastructure support.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Responsible for the planning and installation of data center equipment.
- Responsible for monitoring and maintenance of the electrical stability of the data center including power, HVAC, raised-floor, and fire protection systems.
- Responsible for the documentation of utility equipment planning.
- Performs equipment and documentation audits to ensure compliance.
- Assists with the development and maintenance of change-control procedures.

Education and Experience:

A bachelor's degree and two years of appropriate experience. Appropriate college coursework may substitute at an equivalent rate for the required experience.

Licensure and Certification:

Supervision: This position does not have supervisory responsibilities.

Job Title	Data Center Supervisor
Job Family	Information Technology
FLSA Status	Exempt
Pay Grade	C2
Salary Plan	TA12
Job Code	001754

Summary:

This position is responsible for the management of data center operations.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Responsible for the supervision of day-to-day operations.
- Monitors the status and operations of infrastructure within UF data centers and Communication Infrastructure Buildings.
- Authorizes and directs changes to operational parameters.
- Acts and second level customer service contact for data center issues.
- Assists with the management of change management issues.
- Oversees and monitors daily work and performance of data center staff.
- Responsible for data center documentation and reporting.
- Assists with the development and maintenance of change-control procedures.

Education and Experience:

A bachelor's degree and five years of appropriate experience. Appropriate college coursework may substitute at an equivalent rate for the required experience.

Licensure and Certification:

Supervision: Responsible for managing technical staff, data center operations, and operations processes.

Job Title	Documentation Specialist
Job Family	Information Technology
FLSA Status	Non-Exempt
Pay Grade	E3
Salary Plan	TU2N
Job Code	001825

Summary:

Under direct supervision, prepares and/or maintains systems, programming, and operations documentaiton, including user manuals. Maintains a current internal documentation library.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Responsible for creation and maintenance of documentation.
- Translates technical and/or complicated information into clear, concise documents appropriate for various target audiences.
- Works with development, quality assurance and technical support to produce a wide variety of technical publications including instructional materials, technical manuals, product documenations and the like for use by both the IT units and the campus community.
- Reviews, critiques, and edits documenation including design documents, programmer notes and system overviews.
- Depending on the system or service, documents may include various media including written and video.
- Responsibilities include maintenance of internal documentation library, providing and/or coordinating special documenation services as required, and oversight of speical projects.
- Works in a team setting, assists with incoming calls, emails and walk ins.

Education and Experience:

A bachelor's degree and one year of appropriate experience. Appropriate college coursework may substitute at an equivalent rate for the required experience.

Licensure and Certification:

Supervision: This position may have supervisory responsibilities.

Job Title End User Computing Specialist
Level 1
Job Family Information Technology
FLSA Status Non-Exempt
Pay Grade E1
Salary Plan TU2N
Job Code 001826

Summary:

Provides accurate, timely, and sustainable solutions to end user computer and networking problems of a basic to moderate nature to ensure end user productivity

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Assist with the installation and implementation of desktop and mobile computing devices, printers and other peripheral devices, and wireless computing and communications devices.
- Assist users with initial sign-on and access to software and files as designated by their supervisors.
- Provides Tier 2 support to users for basic software and hardware of end-user computing needs.
- Escalates to Tier 3 support when necessary.

Education and Experience:

Associate's degree; or a high school diploma and two years of appropriate experience.

Licensure and Certification: None

Supervision: This position does not have supervisory responsibilities.

Job Title End User Computing Specialist
Level 2
Job Family Information Technology
FLSA Status Non-Exempt
Pay Grade E2
Salary Plan TU2N
Job Code 001827

Summary:

Provides accurate, timely, and sustainable solutions to end user computer and networking problems of a moderate to complex nature to ensure end user productivity

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Configures, installs, monitors and maintains IT users' desktop software, hardware, mobile computing devices, printers and other peripheral devices
- Provides consultation to IT users for all aspects of end-users computing and desktop-based LAN systems software.
- Assist users with resolving software issues pertaining to supported software
- Responsible for troubleshooting and resolving moderately complex software and device issues.
- Provides preventative actions recommendation for network issues.
- Serve as technical resource for users.

Education and Experience:

Associate's degree and two years of appropriate experience; or a high school diploma and four years of appropriate experience. Appropriate college coursework may substitute at an equivalent rate for the required experience.

Licensure and Certification: None

Supervision: This position does not have supervisory responsibilities.

Job Title End User Computing Specialist
Level 3
Job Family Information Technology
FLSA Status Exempt
Pay Grade C1
Salary Plan TA12
Job Code 001828

Summary:

Provides accurate, timely, and sustainable solutions to end user computer and networking problems of a highly complex nature to ensure end user productivity

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Analyzes customers' business needs and develops technical requirements, prepares Requests for Quotes (RFQs), configures integrated solutions to meet customer needs and implementing client solutions.
- Responsible for troubleshooting and resolving highly complex software and hardware issues.
- Assist with identifying, diagnosis, and troubleshooting building level core network layer 3 infrastructure and network issues.
- Provides preventative actions recommendations and assists in finding solutions to recurring software and hardware problems.
- Serves as a technical consultant to the client interfacing team and must have the broad knowledge of multiple computer environments, platforms and technologies and in-depth knowledge of the institutions' products.

Education and Experience:

Associate's degree and four years of appropriate experience. Appropriate college coursework may substitute at an equivalent rate for the required experience.

Licensure and Certification: None

Supervision: This position does not have supervisory responsibilities.

Job Title Enterprise Application Administrator
Job Family Information Technology
FLSA Status Exempt
Pay Grade C3
Salary Plan TA12
Job Code 001829

Summary:

The Enterprise Application Administrator participates in projects to implement or enhance ERP systems and applications.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Responsible for ensuring the performance and reliability of ERP systems.
- Performs troubleshooting for hardware, software and systems problems that involve ERP modules.
- Monitors and maintains performance metrics for system features, recommends and takes corrective/preventive actions
- Performs configuration, change management and testing activities as required.
- Consults users on technology changes that will impact work processes.

Education and Experience:

A bachelor's degree and two years of appropriate experience. Appropriate college coursework may substitute at an equivalent rate for the required experience.

Licensure and Certification: None

Supervision: This position does not have any supervisory responsibilities.

Job Title	Help Desk Representative
Level	1
Job Family	Information Technology
FLSA Status	Non-Exempt
Pay Grade	E1
Salary Plan	TU2N
Job Code	001830

UF Information Technology Classification*

Summary:

Under general supervision, responds to and diagnoses problems through discussions with users. Includes problem recognition, research, isolation and resolution steps. Typically is able to resolve less complex problems immediately, while more complex problems are assigned to senior level support. May involve use of problem management database and help desk systems.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Responsible for Tier 1 & 2 software and hardware support.
- Provides technical advice, guidance and informal trainign to customers using hardware and software programs.
- Troubleshoots and restores service by analyzing, identifying and diagnosing faults and symptims using established processes and procedures.
- Performs root cause analysis and develops checklists for typical problems.
- Recommends procedures and controls for problem prevention.
- Maintains knowledge database and call tracking database to enhance quality of problem resolutions.
- Works in a team setting, assists with incoming calls, emails and walk ins.

Education and Experience:

A high school diploma and two years of appropriate experience. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.

Licensure and Certification:

Supervision: This position does not have supervisory responsibilities.

*Reserved Classification - Use of this classification outside of UFIT requires prior approval by Classification and Compensation

Job Title	Help Desk Representative
Level	2
Job Family	Information Technology
FLSA Status	Non-Exempt
Pay Grade	E2
Salary Plan	TU2N
Job Code	001831

UF Information Technology Classification*

Summary:

Under general direction, responsible for ensuring the timely process through which problems are controlled. Includes problem recognition, research, isolation, and follow-up steps. Requires experience and understanding of the university environment. Typically involves use of problem management database and help desk system.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Responsible for Tier 1 & 2 software and hardware support.
- Provides technical advice, guidance and informal training to customers using hardware and software programs.
- Troubleshoots and restores service by analyzing, identifying and diagnosing faults and symptoms using established processes and procedures.
- Performs root cause analysis and develops checklists for typical problems.
- Recommends procedures and controls for problem prevention.
- Maintains knowledge database and call tracking database to enhance quality of problem resolutions.
- Leads projects.
- Works in a team setting, assists with incoming calls, emails and walk ins.

Education and Experience:

A high school diploma and four years of appropriate experience. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.

Licensure and Certification:

Supervision: This position may have supervisory responsibilities.

*Reserved Classification - Use of this classification outside of UFIT requires prior approval by Classification and Compensation

Job Title	Help Desk Representative
Level	3
Job Family	Information Technology
FLSA Status	Nonexempt
Pay Grade	E3
Salary Plan	TU2N
Job Code	001832

UF Information Technology Classification*

Summary:

Under general direction, responsible for ensuring the timely process through which problems are controlled. Includes problem recognition, research, isolation, and follow-up steps. Requires experience and understanding of the university environment. Typically involves use of problem management database and help desk system.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Responsible for Tier 1 & 2 software and hardware support.
- Provides technical advice, guidance and informal training to customers using hardware and software programs.
- Troubleshoots and restores service by analyzing, identifying and diagnosing faults and symptoms using established processes and procedures.
- Performs root cause analysis and develops checklists for typical problems.
- Recommends procedures and controls for problem prevention.
- Maintains knowledge database and call tracking database to enhance quality of problem resolutions.
- Leads projects.
- Works in a team setting, assists with incoming calls, emails and walk ins.

Education and Experience:

A bachelor's degree and 4 years of Help Desk experience.

Licensure and Certification:

Supervision: This position may have supervisory responsibilities.

Job Title	Information Security Analyst
Level	1
Job Family	Information Technology
FLSA Status	Exempt
Pay Grade	C1
Salary Plan	TA12
Job Code	001856

UF Information Technology Classification*

Summary:

This entry level technical role is responsible for assisting UF units in evaluating their IT environment and recommending security measures and practices that meet UF's policies and standards and safeguard their information assets. This position works on tasks of low complexity with immediate supervision required.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Works with UF business units to achieve security objectives and address identified risks
- Assists with translating security requirements into functional specifications and managing changes
- Assists with the analysis and development security plans for all systems
- Involved in the full security systems life cycle; designing, coding, testing, implementing, maintaining and supporting software, quality assurance, testing, deployment
- Assists in the development and validation of baseline security configurations for operating systems, applications, networking, and telecommunications equipment.
- Assists in the development of technical documentation (designs, specifications, processes, workflows) and communications
- Carries out procedures to ensure that all systems, products and services meet organization security standards
- Assist units with information security risk assessments.
- Work with UF units to identify, select and implement technical controls.
- Assists with information security training and awareness programs.
- Ensure that the UF information security environment supports UF privacy policies.

Education and Experience:

Bachelor's degree and one year of appropriate experience. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.

Licensure and Certification:

None

Supervision:

Immediate supervision required.

*Reserved Classification - Use of this classification outside of UFIT requires prior approval by Classification and Compensation

Job Title	Information Security Analyst
Level	2
Job Family	Information Technology
FLSA Status	Exempt
Pay Grade	C2
Salary Plan	TA12
Job Code	001857

UF Information Technology Classification*

Summary:

Under general supervision, this intermediate level position assists in performing procedures and provides technical solutions that serve to provide appropriate access to and project systems from intentional or inadvertent access or destruction. This position has demonstrated ability to develop IT security standards and procedures.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Works with UF business units to achieve security objectives and address identified risks
- Translating security requirements into functional specifications and managing changes
- Assists with the analysis and development security plans for all systems
- Involved in the full security systems life cycle; designing, coding, testing, implementing, maintaining and supporting software, quality assurance, testing, deployment
- Develops and validates baseline security configurations for operating systems, applications, networking, and telecommunications equipment.
- Develop technical documentation (designs, specifications, processes, workflows) and communications
- Carries out procedures to ensure that all systems, products and services meet organization security standards
- Assist units with information security risk assessments.
- Work with UF units to identify, select and implement technical controls.
- Assists with information security training and awareness programs.
- Ensure that the UF information security environment supports UF privacy policies.

Education and Experience:

Bachelor's degree and three years of appropriate experience. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.

Licensure and Certification: None

Supervision: This position does not have supervisory responsibilities

*Reserved Classification - Use of this classification outside of UFIT requires prior approval by Classification and Compensation

Job Title	Information Security Analyst
Level	3
Job Family	Information Technology
FLSA Status	Exempt
Pay Grade	C3
Salary Plan	TA12
Job Code	001858

UF Information Technology Classification*

Summary:

This intermediate level technical role is responsible for assisting UF units in evaluating their IT environment and recommending security measures and practices that meet UF's policies and standards and safeguard their information assets. This position works on tasks of medium complexity with general supervision required.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Works with UF business units to achieve security objectives and address identified risks.
- Gathers, compiles, and synthesizes information for security processes or systems
- Makes recommendations for development of new security systems/procedures or reuse/enhancement of existing security systems/procedures.
- Analyzes security needs to assess technical feasibility and solutions
- Translates security requirements into functional specifications and manages changes
- Involved in the full systems life cycle; designing, coding, testing, implementing, maintaining and supporting software, quality assurance, testing, deployment
- Assists in the development of strategies and plans to achieve security requirements and address identified risks.
- Develops and validates baseline security configurations for operating systems, applications, networking, and telecommunications equipment.
- Develop technical documentation (designs, specifications, processes, workflows) and communications
- Assists in creating and executing security procedures that ensure that all systems, products and services meet organization security standards, service level agreements (SLAs) and end-user requirements.
- Assists with analyzing current security processes and procedures to create future configurations which lead to gains in security, efficiency, and cost savings.
- Under supervision, serves as a subject matter expert associated with security processes and procedures.
- Assist units with information security risk assessments.
- Work with UF units to identify, select and implement technical controls.
- Ensure that security issues are addressed throughout the project life cycle.
- Facilitates information security training and awareness programs.
- Ensure that the UF information security environment supports UF privacy policies.
- Ensure that the information security environment is well coordinated throughout UF.

Education and Experience:

The Foundation for The Gator Nation

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A bachelor's degree and four years of appropriate experience. Appropriate college coursework may substitute at an equivalent rate for the required experience.

Licensure and Certification:

GIAC Security Essentials (GSEC) or equivalent preferred.

Certified Information Systems Security Profession (CISSP) or equivalent preferred.

Supervision:

Works independently or as a project team member with general supervision.

*Reserved Classification - Use of this classification outside of UFIT requires prior approval by Classification and Compensation

Job Title	Information Security Analyst
Level	4
Job Family	Information Technology
FLSA Status	Exempt
Pay Grade	C4
Salary Plan	TA12
Job Code	001859

UF Information Technology Classification*

Summary:

This senior level technical role is responsible for assisting UF units in evaluating their IT environment and recommending security measures and practices that meet UF's policies and standards and safeguard their information assets. This position works on tasks of high complexity with minimal supervision and considerable latitude to make independent decisions.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Sometimes serves as program/project leader involving both internal and external projects
- Provides expertise for the design and development of security systems and procedures, within a wide range of complexity levels
- Assists in the establishment of security standards for the organization
- Recommends development tools/solutions to develop/enhance security systems and applications
- Analyzes business users needs to assess technical feasibility and solutions of security systems and processes
- Translates security requirements into functional specifications and manages changes
- May lead the full systems life cycle; designing, coding, testing, implementing, maintaining and supporting software, quality assurance, testing, deployment
- Develops and validates baseline security configurations for operating systems, applications, networking, and telecommunications equipment.
- Provides technical mentoring to less experienced staff
- May lead staff in recreating security problems to resolve security concerns and identify complex problems
- Creates and executes procedures that ensure that all systems, products and services meet organization security standards, service level agreements (SLAs), and end-user requirements.
- Analyzes current processes and procedures to create security plans which lead to gains in security, efficiency, and cost savings.
- Serves as a subject matter expert associated with highly technical security content, processes and procedures.
- Assist units with information security risk assessments.
- Work with UF units to identify, select and implement technical controls.
- Ensure that security issues are addressed throughout the project life cycle.
- Establish and maintain information security training and awareness programs.
- Ensure that the UF information security environment supports UF privacy policies.
- Ensure that the information security environment is well coordinated throughout UF.

- Report to the appropriate senior leadership and committees with oversight of compliance.
- Define the metrics goals and objectives for risk management and compliance.

Education and Experience:

A bachelor's degree and four years of appropriate experience. Appropriate college coursework may substitute at an equivalent rate for the required experience.

Licensure and Certification:

GIAC Security Essentials (GSEC) or equivalent preferred.

Certified Information Systems Auditor (CISA) or equivalent preferred.

Certified Information Systems Security Profession (CISSP) or equivalent preferred.

Supervision:

Works independently with minimal supervision and may direct the work of others.

*Reserved Classification - Use of this classification outside of UFIT requires prior approval by Classification and Compensation

Job Title Data Security Specialist
Level 4
Job Family Information Technology
FLSA Status Exempt
Pay Grade C4
Salary Plan TA12
Job Code 001855

UF Information Technology Classification*

Summary:

This senior technical level role is responsible for identifying and detecting security incidents and security weaknesses across UFs computing infrastructure and for receiving, reviewing, and responding to computer security incident reports. This position works on tasks of high complexity with minimal supervision and considerable latitude to make independent decisions.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Identify and assess security weaknesses in UFs computing infrastructure.
- Identify and assess current and emerging threats to UFs computing infrastructure.
- Monitor all inbound and outbound network activity and identify any suspicious patterns.
- Identify, monitor, and protect UF data in use, UF data in motion, and UF data at rest.
- Evaluate, design, implement, administer, and maintain monitoring tools.
- Coordinate the collection and retention of audit data necessary to support technical analysis.
- Execute the incident management plan in response to security incidents.
- Define the metrics goals and objectives for the monitoring and incident management programs.

Education and Experience:

A bachelor's degree and four years of appropriate experience. Appropriate college coursework may substitute at an equivalent rate for the required experience.

Licensure and Certification:

GIAC Security Essentials (GSEC) or equivalent preferred.

GIAC Web Application Penetration Tester (GWAPT) or equivalent preferred.

GIAC Certified Forensic Examiner (GCFE) or equivalent preferred.

Supervision:

Works independently with minimal supervision and may direct the work of others.

*Reserved Classification - Use of this classification outside of UFIT requires prior approval by Classification and Compensation

Job Title Data Center Infrastructure Technician
Job Family Information Technology
FLSA Status Exempt
Pay Grade E4
Salary Plan TA12
Job Code 001753

Summary:

This position is responsible for infrastructure support.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Responsible for the planning and installation of data center equipment.
- Responsible for monitoring and maintenance of the electrical stability of the data center including power, HVAC, raised-floor, and fire protection systems.
- Responsible for the documentation of utility equipment planning.
- Performs equipment and documentation audits to ensure compliance.
- Assists with the development and maintenance of change-control procedures.

Education and Experience:

A bachelor's degree in an appropriate area of specialization and two years of appropriate experience. Appropriate college coursework may substitute at an equivalent rate for the required experience.

Licensure and Certification:

Supervision: This position does not have supervisory responsibilities.

*Reserved Classification - Use of this classification outside of UFIT requires prior approval by Classification and Compensation

Job Title IT Architect
Job Family Information Technology
FLSA Status Exempt
Pay Grade B2
Salary Plan TA12
Job Code 001837

UF Information Technology Classification*

Summary:

This is an expert position responsible for planning, designing, developing, and implementing architecture for systems, applications, security, or other highly specialized phases of IT architecture.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Determines specification, plans, designs, and develops most complex and business critical solutions
- Provides design recommendations based on long term IT organization strategy
- Develop strategy and direction for IT solutions
- Responsible for leading the design and support of enterprise wide solutions and architecture
- Develops enterprise level solutions that integrate across applications, systems, and platforms
- Facilitates the establishment of standards and procedures to guide the design of technology solutions.
- Provides high-level technical guidance for budget estimates, bids, purchases, technical documentation, and user consulting.
- Assist with risk identification and risk mitigation strategies associated with the architectures.
- Researches/maintains knowledge in emerging technologies and application to the organization
- Develops standards and procedures which promote component reuse across organization
- Acts as internal consultant, advocate, mentor and change agent
- Assists with project estimation

Education and Experience:

Master's degree and two years of appropriate experience; or a bachelor's degree and four years of appropriate experience. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.

Licensure and Certification: None

Supervision: May oversee and direct the work of employees.

*Reserved Classification - Use of this classification outside of UFIT requires prior approval by Classification and Compensation

Job Title IT Project Manager
Level 1
Job Family Information Technology
FLSA Status Exempt
Pay Grade C5
Salary Plan TA12
Job Code 001838

Summary:

Under direct supervision, oversees a small project or phases of a larger project. Facilitates projects from original concept through final implementation; works with customer(s) to define project scope and objectives. Responsible for coordinating activities of project team, identifying appropriate resources needed, and developing schedules to ensure timely completion of project. Develops detailed work plans, resource plans, project estimates and status reports as needed for small projects and phases of larger projects. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards, UF policies, procedures and best practices, and reviews project deliverables. May report to a higher level IT Project Manager.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Meets with customer to determine customer expectations regarding the project.
- Conducts project meetings and communicates project status with customers, project team members, vendors and supervisors
- Researches, analyzes, and seeks resources for resolution of issues that impede project progress
- Works with project team members to obtain approval and authorization for access to UF computing resources as needed for the project
- Meets with vendors to discuss customer expectations and explain UFIT policies and procedures and access to computing resources

Education and Experience:

Master's degree; or a bachelor's degree and two years of appropriate experience.

Licensure and Certification:

None required.

Supervision:

This position may have limited supervision of staff assigned to specific tasks or projects until the tasks or projects have been completed.

Job Title IT Project Manager
Level 2
Job Family Information Technology
FLSA Status Exempt
Pay Grade B1
Salary Plan TA12
Job Code 001839

Summary:

Under general supervision, oversees various projects of a moderate to complex nature. Responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects; facilitates projects from original concept through final implementation; works with customer(s) to define project scope and objectives. Develops detailed work plans, resource plans, project estimates and status reports as needed based upon the size, scope and expected resource utilization of each project. Identifies and secures the human and technical resources needed to accomplish projects. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards, UF policies, procedures and best practices, and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team; recommends and takes action to direct the analysis and solutions of problems.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Meets with customer to determine customer expectations regarding the project.
- Conducts project meetings and communicates project status with customers, project team members, vendors and supervisors
- Facilitates the analysis and resolution of issues that impede project progress
- Communicates the customer's project timeline and project priority to the project team members, vendors and supervisors
- Works with project team members to obtain approval and authorization for access to UF computing resources as needed for the project
- Meets with vendors to discuss customer expectations and explain UFIT policies and procedures and access to computing resources

Education and Experience:

Master's degree and two years of appropriate experience; or a bachelor's degree and four years of appropriate experience.

Licensure and Certification:

None required.

Supervision:

This position may supervise staff on a daily basis and/or staff assigned to specific tasks or projects until the tasks or projects have been completed.

Job Title	IT Project Manager
Level	3
Job Family	Information Technology
FLSA Status	Exempt
Pay Grade	B2
Salary Plan	TA12
Job Code	001840

Summary:

Responsible for all aspects of the development and implementation of extremely complex projects having a significant impact on the University's operations. Provides a single point of contact for those projects; facilitates projects from original concept through final implementation; coordinates the process of obtaining customer objectives and defining project scope through management of team members. Develops detailed work plans, resource plans, project estimates and status reports as needed based upon the size, scope and expected resource utilization of each project. Identifies and secures the human and technical resources needed to accomplish projects. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards, UF policies, procedures and best practices, and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team; recommends and takes action to direct the analysis and solutions of problems.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Facilitates the process of defining the customer's expectations regarding the project
- Conducts project meetings and communicates project status with customers, project team members, vendors and supervisors
- Coordinates the activities of individuals responsible for the analysis and resolution of issues that impede project progress
- Communicates the customer's project timeline and project priority to the project team members, vendors and supervisors
- Directs the process to identify and obtain approval and authorization for access to UF computing resources as needed for the project
- Responsible for defining and monitoring adherence to the project budget

Education and Experience:

Master's degree and four years of appropriate experience; or a bachelor's degree and six years of appropriate experience.

Licensure and Certification:

None required.

Supervision:

This position supervises staff on a daily basis and/or staff assigned to specific tasks or projects until the tasks or projects have been completed.

Job Title IT Manager
Job Family Information Technology
FLSA Status Exempt
Pay Grade B2
Salary Plan TA12
Job Code 001756

Summary:

This position will manage IT-related activities in one or more of the following information technology areas: system administration, network support, operating systems support, systems design and/or implementation, telecommunications systems, or user/client services.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Supervises and provides highly complex technical design, implementation, maintenance, system administration, and support of hardware, software, network, and/or instructional technology.
- Identifies, evaluates, supports, and solves complex issues related to area of expertise.
- Participates in the planning and administration of departmental and project budgets.
- Resolves escalated problems referred by subordinate supervisors or staff.
- Prepares long and short range plans for applications selection, systems development, systems maintenance, production activities and for necessary support resources.
- Plans and coordinates project schedules and related activities.
- Coordinates activities by scheduling work assignments, setting priorities, and directing the work of subordinate employees.

Education and Experience:

Master's degree and two years of appropriate experience; or a bachelor's degree and four years of appropriate experience. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.

Licensure and Certification:

Supervision: Responsible for supervising information technology staff.

Job Title	IT Support Supervisor
Job Family	Information Technology
FLSA Status	Exempt
Pay Grade	C2
Salary Plan	TA12
Job Code	001841

Summary:

Supervises the activities of a team of IT professionals who provide technical support to the organization's information systems to ensure these systems operative effectively and reliably.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Responsible for providing IT users with support, determining user needs and incorporating them into the design and overall plan of the organization.
- Monitors and analyzes performance metrics, sharing results with organization.
- Organizes and coordinates the activities associated with installation, deployment, and upgrade of software, hardware, and network facilities as it relates to the organization.
- Evaluates and provides techniques for increasing user productivity.
- Works in a team setting, information and assisting others.

Education and Experience:

A bachelor's degree or Associate's degree and two years of appropriate experience.

Licensure and Certification:

Supervision: This position has supervisory responsibilities.

Job Title IT Training Specialist
Job Family Information Technology
FLSA Status Exempt
Pay Grade C2
Salary Plan TA12
Job Code 001867

Summary:

Under general direction, responsible for the creation and delivery of training and development programs to all levels of end-users and IT professionals. The incumbent in this position will be involved in training needs assessment and training vendor selection, where appropriate. This person works closely with all IT units to understand training needs and to develop and implement appropriate programs. Assesses potential client needs and applies adult learning principles to develop training programs; develops and implements curricula as needed; develops documentation and training materials; creates online just-in-time online training resources including digital paper, audio, and video training, for workstation and mobile access.

Examples of Work:

- Involved in training needs assessment process and vendor selection.
- Works closely with both IT and business to understand system and training needs for applications and packages supported.
- Develops documentation for custom applications and packaged applications, using a variety of mediums as needed.
- Designs training programs, classes, workshops, and Computer based Training (CBT) and on-line help.
- Delivers training to a variety of audiences, understanding and applying adult learning principles.

Education and Experience

Master's degree in an appropriate area of specialization; or a bachelor's degree in an appropriate area of specialization and two years of appropriate experience.

Licensure and Certification:

Supervision: This position may have supervisory responsibilities.

Job Title	IT Vendor Management/Procurement Analyst
Job Family	Information Technology
FLSA Status	Exempt
Pay Grade	C2
Salary Plan	TA12
Job Code	001842

Summary:

This intermediate level position is responsible for successful vendor management and procurement of IT infrastructure.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Liaison between IT technical teams and resource managers (IT management, BC, and UF)
- Execution and review of vendor contracts
- Participates in the selection and implementation of IT supplier sourcing strategies.
- Solicits, receives and analyzes proposals, quotations and tender submissions and recommends selection of suppliers.
- Maintains relationships with vendor contacts, resolves complaints and reports status of the relationship to senior management.
- Monitors vendor compliance with contractual obligations and measures performance based on company criteria.
- Updates and administers asset databases, tracking life cycle of all assets.

Education and Experience:

A bachelor's degree in an appropriate area of specialization and one year of appropriate experience. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.

Licensure and Certification:

Supervision: This position may have supervisory responsibilities.

Job Title Network Engineer
Level 1
Job Family Information Technology
FLSA Status Exempt
Pay Grade C1
Salary Plan TA12
Job Code 001740

Summary:

This entry level position is responsible for planning, implementing, designing, analyzing, and maintaining layer 1 – layer 3 network infrastructure.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Identifies resources required for network designs including upgrades, expansions, and enhancements.
- Configures and installs network hardware and software to meet requirements and conform to technical Design Standards.
- Analyzes network efficiency by conducting network tests and running diagnostics to forecast performance thresholds. Monitors and reports on network traffic, usage, and performance.
- Reviews network changes and trends forecast future needs at the building or small campus level.
- Determines and corrects moderately complex network problems.
- May work on building or small-campus design recommendations and problems.
- Determines feasibility, cost, equipment needs, and time constraints/allocations for assigned projects.
- Mentor and trains Network Technicians.

Education and Experience:

A bachelor's degree and one year of appropriate experience. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.

Licensure and Certification:

Supervision: This position does not have supervisory responsibilities

Job Title	Network Engineer
Level	2
Job Family	Information Technology
FLSA Status	Exempt
Pay Grade	C2
Salary Plan	TA12
Job Code	001741

Summary:

This intermediate level position is responsible for planning, implementing, designing, analyzing, and maintaining layer 1 – layer 4 network infrastructure.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Identifies resources required for network designs including upgrades, expansions, and enhancements (building and core network).
- Configures and installs network hardware and software to meet requirements and conform to technical Design Standards.
- Analyzes network efficiency by conducting network tests and running diagnostics to forecast performance thresholds. Monitors and reports on network traffic, usage, and performance.
- Reviews network changes and trends forecast future needs.
- Determines and corrects highly complex network problems (may work on building or campus level)
- Makes design recommendations at the core network level.
- Assist with Data Center issues (aggregation layer switches, basic server, etc)
- Determines feasibility, cost, equipment needs, and time constraints/allocations for assigned projects.
- Mentor and trains Network Engineers I & II's and Network Technicians.

Education and Experience:

A bachelor's degree and two years of appropriate experience. Appropriate college coursework may substitute at an equivalent rate for the required experience.

Licensure and Certification:

Supervision: This position does not have supervisory responsibilities

Job Title Network Engineer
Level 3
Job Family Information Technology
FLSA Status Exempt
Pay Grade C3
Salary Plan TA12
Job Code 001742

Summary:

This senior level position is responsible for planning, implementing, designing, analyzing, and maintaining layer 1 – layer 7 network infrastructure.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Identifies resources required for network designs including upgrades, expansions, and enhancements (building, core, and Data Center).
- Configures and installs network hardware and software to meet requirements and conform to technical Design Standards.
- Analyzes network efficiency by conducting network tests and running diagnostics to forecast performance thresholds. Monitors and reports on network traffic, usage, and performance.
- Leads and participate in network planning, design and engineering.
- Reviews network changes and trends forecast future needs (campus and Data Center)
- Determines and corrects highly complex network problems for the campus network.
- Makes design recommendations for the entire campus network.
- Leads with Data Center and other advanced issues (advanced servers, server load balancers, etc)
- Determines feasibility, cost, equipment needs, and time constraints/allocations for assigned projects.
- Mentor and trains Network Engineers I and Network Technicians.

Education and Experience:

A bachelor's degree and three years of appropriate experience. Appropriate college coursework may substitute at an equivalent rate for the required experience.

Licensure and Certification:

Supervision: This position does not have supervisory responsibilities

Job Title	Network Technician
Level	1
Job Family	Information Technology
FLSA Status	Non-Exempt
Pay Grade	E1
Salary Plan	TU2N
Job Code	001736

Summary:

This position provides support and maintenance of basic network systems.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Assist with the installation and implementation of LAN's Wireless Access, Cables, Wiring, Switches, and Hubs, etc.
- Performs periodic UPS maintenance and battery replacement.
- Performs pre-configured port activations on network switches.
- Transport and mounts electronic equipment into communications racks.
- Collects data and Documents network infrastructure.
- Responsible for troubleshooting and resolving basic network issues.
- Assists with troubleshooting of layer-2 network components such as switches and hubs.
- Installs telecommunications infrastructure including copper, fiber optic, support structures and active network components.

Education and Experience:

An associate's degree or a high school diploma and two years of appropriate experience. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.

Licensure and Certification:

Supervision: This position does not have supervisory responsibilities

Job Title	Network Technician
Level	2
Job Family	Information Technology
FLSA Status	Non-Exempt
Pay Grade	E2
Salary Plan	TU2N
Job Code	001737

Summary:

This position provides support and maintenance of moderately complex network systems.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Responsible for installing and implementation of LAN's Wireless Access, Cables, Wiring, Switches, and Hubs, etc.
- Plans and manages network projects (small to medium scale buildings)
- Configure layer 2 network electronics which includes switches and hubs.
- Responsible for troubleshooting and resolving moderate complex network issues.
- Provides preventative actions recommendation for network issues.
- Serve as technical resource for customers.
- Provide guidance and training to Network Technicians I's.
- May Serve as Team Lead on projects.

Education and Experience:

An associate's degree and two years of appropriate experience or a high school diploma and four years of appropriate experience. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.

Licensure and Certification:

Supervision: This position does not have supervisory responsibilities

Job Title Network Technician
Level 3
Job Family Information Technology
FLSA Status Exempt
Pay Grade C1
Salary Plan TA12
Job Code 001738

Summary:

This position involves designing, implementation, and maintenance of high complex network systems.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Designs, installs, and implements all layers of Network infrastructures to include LAN's, Wireless Access, wire, switches, routers, etc.
- Assist with WAN configurations and support.
- Plans and manages network projects (medium to large scale buildings)
- Configure layer 2 and layer 3 network electronics which includes switches, hubs, and routers.
- Responsible for troubleshooting and resolving highly complex network issues.
- Assist with identifying, diagnosis, and troubleshooting building level core network layer 3 infrastructure and network issues.
- Provides preventative actions recommendations and assist in finding solutions to recurring network problems.
- Serve as technical resource for customers.
- Provide guidance and training to Network Technicians I's & II's.
- May serve as Team Lead on projects.

Education and Experience:

An associate's degree and four years of appropriate experience or a high school diploma and 6 years of appropriate experience. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.

Licensure and Certification:

Cisco Certified Network Associate (CCNA) required.

Supervision: This position does not have supervisory responsibilities

Job Title	Network Technician
Level	4
Job Family	Information Technology
FLSA Status	Exempt
Pay Grade	C2
Salary Plan	TA12
Job Code	001843

Summary:

This position serves as a supervisory role for external contractors responsible for Layer- 1 network infrastructure work.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Coordinates daily work assignments
- Inspects contractor's work and ensures that contractors are in compliance with University and Industry standards.
- Reviews infrastructure architectural drawings new construction and renovation projects.
- Creates job specifications for layer -1 infrastructure projects.
- Serves as a Liaison to departments and contractors for layer -1 infrastructure projects.

Education and Experience:

A bachelor's degree and four years of appropriate experience. Appropriate college coursework may substitute at an equivalent rate for the required experience.

Licensure and Certification:

Supervision: Supervises external contractors.

Job Title	Network Technician Supervisor
Job Family	Information Technology
FLSA Status	Exempt
Pay Grade	C3
Salary Plan	TA12
Job Code	001739

Summary:

This position serves as a supervisory role for the designing, installing, configuring, maintenance, and troubleshooting of network systems.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Participates in the hiring, performance evaluation, and disciplinary actions for Network Technicians.
- Supervises the design, installation, and implementation of network infrastructure designs.
- Provides mentoring, training, development, and evaluation of Network Technicians
- Serves as Project Manager on multiple complex projects.
- Develops project scope document which includes problems, plan, resources, cost, and deliverables.
- Determines assignments of projects
- Implements preventative actions recommendations and solutions to recurring network problems.

Education and Experience:

A bachelor's degree and four years of appropriate experience. Appropriate college coursework may substitute at an equivalent rate for the required experience.

Licensure and Certification:

Supervision:

This position is responsible for providing supervision to the Network Technicians.

Job Title Production Control Analyst
Job Family Information Technology
FLSA Status Exempt
Pay Grade C1
Salary Plan TA12
Job Code 001845

Summary:

Manages and controls the processing of programs and operational procedures in both a mainframe and distributed computing environment to ensure the highest levels of service and system availability are attained.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Manages and controls the processing of programs and operational procedures in both a mainframe and distributed computing environment to ensure the highest levels of service and system availability are attained.
- Monitors production business applications and batch processes on assigned shift.
- Establishes production runs, ensuring that the appropriate jcl/job scheduling, run documentation, and data files are available.
- Assists in job set-up.
- Performs problem identification, escalation and resolution.
- Communicates status of operations to allow for immediate response to service disruptions.

Education and Experience:

A bachelor's degree and two years of appropriate experience. Appropriate college coursework may substitute at an equivalent rate for the required experience.

Licensure and Certification: None

Supervision: This position does not have any supervisory responsibilities.

Job Title Systems Admin/Programmer
Level 1
Job Family Information Technology
FLSA Status Non-Exempt
Pay Grade E3
Salary Plan TU2N
Job Code 001745

Summary:

This position is responsible for entry level systems administration.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Responsible for the tracking of service requests.
- Responsible for the support and resolution of Tier 1 requests.
- Utilizes the internal knowledgebase/playbook to diagnose, isolate and debug hardware and software issues, and to ensure the accuracy of information.
- Assists with the maintenance and installation of a variety of hardware and software systems including web, application, and database servers.
- Assists with the formulation and implementation of monitoring systems procedures and work plans.
- Responsible for the preparation and maintenance of technical documentation.

Education and Experience:

An associate's degree and two years of appropriate experience or a high school diploma and four years of appropriate experience. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.

Licensure and Certification: None

Supervision: This position does not have supervisory responsibilities.

Job Title Systems Admin/Programmer
Level 2
Job Family Information Technology
FLSA Status Exempt
Pay Grade C2
Salary Plan TA12
Job Code 001746

Summary:

This position is responsible for intermediate level systems administration.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Responsible for the tracking of service requests.
- Manages Tier 1 requests and escalated Tier 2 requests.
- Ensures the knowledgebase/playbook is updated per Tier 2 support efforts.
- Performs maintenance and installation of a variety of hardware and software systems including web, application, and database servers.
- Formulates and implements monitoring systems procedures and work plans.
- Responsible for the preparation and modification of technical and capacity documentation.
- May maintain history reports, ID's and addresses reoccurring problems and assists in the development and execution of business process best practices across the organization.
- May perform basic data maintenance.

Education and Experience:

An associate's degree and four years of appropriate experience or a high school diploma and six years of appropriate experience. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.

Licensure and Certification: None

Supervision: This position does not have supervisory responsibilities.

Job Title Systems Admin/Programmer
Level 3
Job Family Information Technology
FLSA Status Exempt
Pay Grade C3
Salary Plan TA12
Job Code 001747

Summary:

This position is responsible for medium to advanced level systems administration.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Responsible for the tracking of service requests.
- Responsible for the implementation and support of Tier 2 requests including an after-hour and weekend rotation.
- Provides direction to Tier 1 and 2 support.
- Performs maintenance and installation of a variety of hardware and software systems including web, application, and database servers.
- Formulates and implements monitoring systems procedures and work plans.
- Responsible for the preparation and modification of technical and capacity documentation.
- Responsible for ensuring the performance and reliability of multiple systems.
- May develop business continuity practices for IT systems.
- May perform capacity analysis, monitor and control use of IT resources.
- May develop enterprise hardware and virtualization standards.
- May develop infrastructure to support database and warehousing designs, or overall data architecture.
- May manage and maintain production and non-production databases.

Education and Experience:

A bachelor's degree and two years of appropriate experience. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.

Licensure and Certification: None

Supervision: Responsible for the leadership of small/medium sized projects and the direction of project efforts of 1-2 people.

Job Title	Systems Admin/Programmer
Level	4
Job Family	Information Technology
FLSA Status	Exempt
Pay Grade	C4
Salary Plan	TA12
Job Code	001748

Summary:

This position is responsible for advanced level systems administration.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Responsible for the development of medium to large UF IT projects.
- Responsible for the implementation and support of Tier 2 requests including an after-hour and weekend rotation.
- Performs maintenance and installation of a variety of hardware and software systems including web, application, and database servers.
- Formulates and implements monitoring systems procedures and work plans.
- Responsible for the preparation and modification of technical and capacity documentation.
- Researches and informs UF IT of upcoming industry changes and trends.
- Responsible for ensuring the performance and reliability of multiple systems.
- May develop business continuity practices for IT systems.
- May perform capacity analysis, monitor and control use of IT resources.
- May develop enterprise hardware and virtualization standards.
- May develop infrastructure to support database and warehousing designs, or overall data architecture.
- May manage and maintain production and non-production databases.

Education and Experience:

A bachelor's degree and four years of appropriate experience. Appropriate college coursework may substitute at an equivalent rate for the required experience.

Licensure and Certification:

Supervision: Responsible for the leadership of medium/large sized projects and the direction of project efforts of 2 or more people.

Job Title	Systems Admin/Programmer
Level	5
Job Family	Information Technology
FLSA Status	Exempt
Pay Grade	C5
Salary Plan	TA12
Job Code	001749

Summary:

This position is responsible for advanced level systems administration.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Responsible for the development of advanced UF IT projects.
- Works with vendors to solve escalated Tier 2 issues.
- Performs maintenance and installation of advanced hardware and software systems including web, application, and database servers.
- Formulates and implements monitoring systems procedures and work plans.
- Responsible for the preparation and modification of technical and capacity documentation.
- Researches and informs UF IT of upcoming industry changes and trends.
- Responsible for ensuring the performance and reliability of multiple systems.
- May develop business continuity practices for IT systems.
- May perform capacity analysis, monitor and control use of IT resources.
- May develop enterprise hardware and virtualization standards.
- May develop infrastructure to support database and warehousing designs, or overall data architecture.
- May manage and maintain production and non-production databases.

Education and Experience:

A bachelor's degree and six years of appropriate experience. Appropriate college coursework may substitute at an equivalent rate for the required experience.

Licensure and Certification:

Supervision: Responsible for the leadership of medium/large sized projects and the direction of project efforts of 2 or more people.

Job Title IT Analyst
Level 1
Job Family Information Technology
FLSA Status Exempt
Pay Grade C1
Salary Plan TA12
Job Code 001833

Summary:

This is an entry level role that access and provide technical solutions to meet business user needs.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Assists with analyzing business users needs to assess technical feasibility and solutions
- Assists with translating business requirements into functional specifications and managing changes
- Assists with estimating of the analysis and development effort based on requirements
- Involved in the full systems life cycle; designing, coding, testing, implementing, maintaining and supporting software, quality assurance, testing, deployment
- Assists with technical designs, specifications, and options for technical solutions
- Develop technical documentation (designs, specifications, processes, workflows) and communications
- Simulates or recreates user problems to resolve operating difficulties and identify problems
- Carries out procedures to ensure that all systems, products and services meet organization standards and end-user requirements.
- Assists in the testing of software to ensure proper operation and freedom from defects.

Education and Experience:

Bachelor's degree and one year of appropriate experience. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.

Licensure and Certification: None

Supervision: This position does not have supervisory responsibilities

Job Title	IT Analyst
Level	2
Job Family	Information Technology
FLSA Status	Exempt
Pay Grade	C2
Salary Plan	TA12
Job Code	001834

Summary:

This is an intermediate level role that access and provide technical solutions to meet business user needs.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Gathers, compiles, and synthesizes information for technology processes or systems
- Makes recommendations for development of new code or reuse/enhancement of existing Analyzes business users needs to assess technical feasibility and solutions
- Translates business requirements into functional specifications and manages changes
- Provide estimates of the analysis and development effort based on requirements
- Involved in the full systems life cycle; designing, coding, testing, implementing, maintaining and supporting software, quality assurance, testing, deployment
- Develop technical designs, specifications, and options for technical solutions
- Develop technical documentation (designs, specifications, processes, workflows) and communications
- Simulates or recreates user problems to resolve operating difficulties and identify problems
- Assists in creating and executing procedures that ensure that all systems, products and services meet organization standards and end-user requirements.
- Assists with analyzing current processes and procedures to create future configurations which lead to gains in efficiency and cost savings.
- Assists in the identification of test scenarios and their execution to ensure proper system operation and freedom from defects.
- Under supervision, serves as a subject matter expert associated with content, processes and procedures.

Education and Experience:

Bachelor's degree and three years of appropriate experience. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.

Licensure and Certification: None

Supervision: This position does not have supervisory responsibilities

Job Title	IT Analyst
Level	3
Job Family	Information Technology
FLSA Status	Exempt
Pay Grade	C3
Salary Plan	TA12
Job Code	001835

Summary:

This is a senior level role that access and provide technical solutions to meet business user needs.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Sometimes serves as program/project leader involving both internal and external projects
- Provides expertise for the design and development of IT systems, within a wide range of complexity levels
- Sets and establishes standards for the Organization
- Recommends development tools/solutions to develop/enhance systems and applications
- Analyzes business users needs to assess technical feasibility and solutions
- Translates business requirements into functional specifications and manages changes
- Provide estimates of the analysis and development effort based on requirements
- May lead the full systems life cycle; designing, coding, testing, implementing, maintaining and supporting software, quality assurance, testing, deployment
- Provides technical mentoring to less experienced staff
- May lead staff in recreating user problems to resolve operating difficulties and identify complex problems
- Creates and executes procedures that ensure that all systems, products and services meet organization standards and end-user requirements.
- Leads the creation and execution of test scenarios to ensure proper system operation and freedom from defects.
- Analyzes current processes and procedures to create future configurations which lead to gains in efficiency and cost savings.
- Serves as a subject matter expert associated with highly technical content, processes and procedures.

Education and Experience:

Bachelor's degree and five years of appropriate experience. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.

Licensure and Certification: None

Supervision: This position may oversee and direct the work of others.

Job Title	IT Analyst
Level	4
Job Family	Information Technology
FLSA Status	Exempt
Pay Grade	C4
Salary Plan	TA12
Job Code	001836

Summary:

This is position serves as a lead role that access and provide technical solutions to meet business user needs.

Examples of Work:

Job Functions are specific duties that would be included in the essential functions of the job description. These functions are not all-inclusive nor do they cover the full extent of the duties performed.

- Leader in multiple internal or external program/projects, advice and counsel is sought within UF
- Provides expertise for the design and development of IT systems, within all levels of complexity
- Sets and establishes standards for the Organization, and champions the processes
- Performs highly complex systems process analysis, design, and simulation across multiple platforms and/or cross-function in business areas
- Leads development of innovative IT solutions for risky and demanding business situations.
- Leads the full systems lifecycle responsible for designing, coding, testing, implementing, maintaining and supporting application software
- May drive recommendations towards the development of new tools/solutions or new code or reuse/enhancement of existing code
- Leads the technical feasibility of solutions, definition of system scope and objectives based on user defined needs
- Leads and prepares detailed specifications from which programs will be written
- Leads analysis and revisions for existing system logic difficulties and documentation as necessary
- Serves as a lead subject matter expert associated with highly technical content, processes and procedures.
- Identifies current processes and procedures which are candidates for improvement and leads the creation of future configurations which lead to gains in efficiency and cost savings.
- Develops detailed selection criteria based on identified IT system requirements which lead to buy versus build decisions.

Education and Experience:

Bachelor's degree and seven year of appropriate experience. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.

Licensure and Certification: None

Supervision: This position guides and coordinates the work of others and assigns work to less experienced staff.

Job Title	Telecommunications Applications Analyst
Level	1
Job Family	Information Technology
FLSA Status	Nonexempt
Pay Grade	E3
Salary Plan	TU2N
Job Code	001849

Summary:

Under direct supervision, assists in research and fact-finding to develop or modify systems. Formulates and defines system scope and objectives based on user needs. Assists in the review/assessment of user needs. Assists in the evaluation and selection of equipment. Recommends modification of procedures to solve complex problems considering equipment capacity and limitations, operating time, and form of desired results. Assists in the planning, design, and implementation of communication and collaboration technologies.

Examples of Work:

- Prepares detailed requirements and specifications for services
- Assists in assessing existing system problems, document as necessary, and propose solutions
- Assists in the analysis, design, and implementation of technology services
- Assists in formulating and implementing procedures
- Recommends improvements to existing services
- Evaluates vendor products, and makes recommendations on selection

Education and Experience:

Associate's degree or a high school diploma and two years experience. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.

Licensure and Certification: None

Supervision: This position does not have supervisory responsibilities.

Job Title Telecommunications Applications Analyst
Level 2
Job Family Information Technology
FLSA Status Exempt
Pay Grade C2
Salary Plan TA12
Job Code 001850

Summary:

Under direct supervision, assists in the formulation and definition of system scope and objectives based on user needs. Devises or modifies procedures to solve moderately complex problems considering equipment capacity and limitations, operating time, and desired results. Assists in the planning, design, and implementation of communication and collaboration technology services. May function as lead position providing guidance and training to less-experienced analysts on individual services or projects.

Examples of Work:

- Prepares detailed requirements and specifications for services
- Assess existing system problems, document as necessary, and propose solutions
- Analyzes, designs, implements, and manages technology services
- Contributes to formulating policies and procedures
- Recommend new services and improvements to existing services
- Develops requests for proposals
- Evaluates vendor products, and makes recommendations on selection

Education and Experience:

Associate's degree and two years of experience, or a high school diploma and 4 years of experience. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.

Licensure and Certification: None

Supervision: This position may have supervisory responsibilities.

Job Title	Telecommunications Applications Analyst
Level	3
Job Family	Information Technology
FLSA Status	Exempt
Pay Grade	C3
Salary Plan	TA12
Job Code	001851

Summary:

Under general direction, formulates and defines system scope and objectives based on user needs. Devises or modifies procedures to solve complex problems considering equipment capacity and limitations, operating time, and desired results. Plans, designs, and implements communication and collaboration technology services. May function as lead position providing guidance and training to less-experienced analysts across multiple complex projects.

Examples of Work:

- Prepares detailed requirements and specifications for services
- Assess existing system problems, document as necessary, and propose solutions
- Analyzes, designs, implements, and manages technology services
- Contributes to formulating policies and procedures
- Proposes and plans new services and improvements to existing services
- Conducts feasibility studies for large projects
- Develops requests for proposals
- Evaluates vendor products, and makes recommendations on selection

Education and Experience:

Bachelor's degree and two years of experience, or an Associate's degree and four years of experience. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.

Licensure and Certification: None

Supervision: This position may have supervisory responsibilities.

Job Title Web Designer
Job Family Information Technology
FLSA Status Exempt
Pay Grade C1
Salary Plan TA12
Job Code 001848

Summary:

Under general supervision design and build webpages including user interface features that include interactive element and high levels of usability using current technologies.

Examples of Work:

Essential functions of the job description include but not limited to.

- Contributes as a member of a design team to identify user requirements, web architecture, and project scope.
- Develops design concepts for implementation.
- Designs graphic features for print or online.
- Research emerging web based technologies.
- Contributes to the design group's efforts to enhance the appeal of the organization's online offerings.

Education and Experience:

Bachelor's degree; or an associate's degree and two years of appropriate experience.

Licensure and Certification: N/A

Supervision: This position may have supervisory responsibilities.