Job Code: 440.1

Job Title: **IT ASSOCIATE – INFRASTRUCTURE**

Pay Grade: 17

GENERAL SUMMARY:

The purpose of this entry level position is to ensure the IT and Operational Technology (OT) infrastructure (hardware, software, voice and data networks, servers, storage, mobile and wired telephony) is maintained and works reliably to meet business needs by providing day-to-day operational support for existing infrastructure services and end-user support for those services; completing routine technical assignments and project-based work to promote the effective use of new and existing technology.

RESPONSIBILITIES:

CUSTOMER SERVICE. Provides on site or remote access diagnoses and resolution to computer hardware and software problems by responding to service desk requests and planned work requests. Manages service requests through resolution or escalation to another team member with more experience by performing work in a manner that minimizes disruption to existing business use; working with external suppliers for the ongoing support and maintenance of relevant hardware and software; participating in an on-call rotation with other infrastructure staff; and keeping users at all levels of the organization informed of progress or problem resolution.

MAINTENANCE. Ensure effectiveness of infrastructure by performing preventive maintenance work; monitoring a variety of hardware, software, and network systems in the existing information technology infrastructure; diagnosing problems; working with external vendors and COH departments; and supporting and backing-up a variety of technologies, business units, and systems. Ensure availability of infrastructure services by implementing, monitoring and supporting servers, storage, telephony and other services and infrastructure software platforms including but not limited to server / client operating systems, reporting platforms, messaging and database services, network port configuration, , web proxies and other software based systems.

ADMINISTRATION. Facilitates management of future problems by preparing clear and concise documentation; maintaining appropriate records of time spent, actions taken, and item status; assisting in designing and documenting infrastructure processes, procedures and standards; maintaining and preparing system and software documentation. Ensures infrastructure and data is kept secure by keeping track of assets; developing operational, installation, configuration, and upgrade documentation for communication systems, hardware, network, security, storage, software, and other computer related systems.

TEAM EFFORT. Contributes to team effort by accomplishing related results and performing related responsibilities as needed.

SPECIFICATIONS:

KNOWLEDGE:
Requires an Associate's degree in Computer Science, Management and Information Systems (MIS) or a closely related field. System-specific technical certifications may be considered a substitution for Associate's degree.

EXPERIENCE:
Entry level position; does not require work experience.

COMPLEXITY:
This is an entry level position where candidate is learning to perform work that requires the direct application of a variety of procedures, policies and/or precedents. Moderate analytic ability is required in applying guidelines, policies and procedures, and in adapting standard methods to fit facts and conditions.

IMPACT OF ACTIONS:
Errors in work typically lead to minor inconvenience and costs. Work is typically performed under moderate to high supervision and within standard operating procedures. The incumbent occasionally can function autonomously, with the team lead or manager available to answer questions as they arise.

SUPERVISION EXERCISED:

Direct Supervision:
No direct reports.

Indirect Supervision:
No indirect reports.

CONTACTS:

Internal Contacts:
Level of internal contact is primarily with technical staffs and occasionally with professionals and supervisors. Interaction requires moderate tact and cooperation; e.g., scheduling and/or coordinating two personal calendars, resolving problems and/or obtaining necessary information.

External Contacts:
Level of external contact is primarily with administrative support, technical and professional staff. Interaction involves information exchange and/or simple service activity requiring moderate tact and cooperation.

PHYSICAL EFFORT:
The position routinely requires lifting of moderately heavy items, such as computers, printers, or records boxes (up to 40 pounds) and/or stooping, bending, very long periods of walking on rough surfaces on a routine basis and extensive use of a video display terminal.

WORK ENVIRONMENT:
There are may be sources of discomfort, i.e., outdoor installations, hot/cold temperature and humid/wet conditions. Hands-on environment. May have on-call responsibilities and rotating shifts.

PHYSICAL SKILL:
Requires the ability to make closely coordinated eye/hand movements within very fine tolerance and/or calibration demands. Operates a motor vehicle.

MISCELLANEOUS:
All duties and responsibilities may not be included in the above job description.

JOB FAMILY: Information Technology – Infrastructure

Technical Track:	Management Track:
IT Associate – Infrastructure	--
IT Specialist – Infrastructure	--
IT Professional – Infrastructure	IT Lead – Infrastructure
IT Sr. Professional – Infrastructure	IT Manager – Infrastructure

Effective: November 2015