West Virginia University
Generic Job Description
(Professional Technologist 5)

Level: Level 5 (lead/supervisory and/or expert professional technical experience)
Job Status: Non-Classified

Summary: Lead others and/or provide expert professional knowledge direction in project oversight, including analysis of information technology systems, managing application administration, enterprise-level systems/application development and administration, and/or managing network applications. May direct and/or lead staff to respond to complex information systems problems and/or is the highest level technical expert who often is the 'go to' person for new technology, project implementation, etc. Provides general assistance to assistant directors and other major administrators in support of technology project proposals, presentations and budgets.

Distinguishing Characteristics: This is the supervisory and/or expert level of the series. Positions at this level are responsible for developing and implementing expert technical ideas and may lead a staff in their development. Work quality affects the achievement of critical objectives in multiple units. This position is expected to independently plan and develop the methodology for completing projects, resolve all conflicts that will arise, and coordinate with both technical and functional staff at all levels of the University.

Tasks are minimally structured with the incumbent working from goals set by the supervisor or unit director and established institutional policies. Incumbent has the responsibility of planning, designing and implementing original approaches to solve complex problems of diverse scope. Identifies, evaluates, and recommends appropriate new technologies for unit/campus. Status reports on projects are provided to supervisors and peers in order to obtain suggestions and improvements. Incumbent is reviewed based on final results of projects and achievement/fulfillment of project goals and objectives.

Reporting Relationships: This position typically reports to an IT director-level or executive position.

General Duties and Responsibilities:

1. Assume director-level responsibilities, as needed, in their absence.
2. Assess technical staff performance and develop training plans.
3. Provide expert support and advice to highly complex information technology projects, systems, etc. to insure efficient and effective performance and accessibility.

4. Develop implementation and upgrade plans and schedules for information technology services.

5. Respond to unique technical processing issues/concerns that are brought forth by both end users and other technical staff, with solutions to their specific needs.

6. May contribute to department budget development/management.

7. Follow/implement a testing regime to ensure product meets performance requirements.

8. Act as an expert advisor in obtaining industry standards/best practices to ensure the resulting product meets established requirements and in identifying, developing and resolving issues for internal and external customers.

9. Train, guide and assist subordinate technology positions.

10. Design, develop, test, and debug new programs or processes.

11. Provide written procedures and training to the users/staff on how to use the system and what to expect.

12. Participate with management personnel in planning, directing and coordinating computing projects.

13. Complete various reports and summaries for management and/or users including status reports, problem and/or progress summaries and technical reports.

**Minimum Qualifications:** Demonstrated ability to perform the job duties and responsibilities indicated above typically acquired by the completion of a bachelor of science in information/computer science or related discipline and have expert knowledge of specialized information technology field usually acquired by six (6) or more years of progressively responsible experience in current technology in a complex organization; or any equivalent combination of education, certifications, and experience that provides the incumbent with the knowledge, skills, and ability to successfully perform the job.

**Knowledge, Skills, and Abilities Required:**

1. Strong interpersonal skills with demonstrated ability to interact with all organizational levels and to function as a liaison between end users and technical staff and managers.

2. Expert knowledge of specialized information technology field.

3. Strong communication skills in English, both oral and written.

4. Demonstrated ability to prepare technical and management proposal documentation and justify approach used, resolve complex issues, explain and/or train staff on technical features of an application or process, and the ability to express technical information to non-technical users as well as
gather information from them relating to system development to meet their
business rules.
5. Demonstrated ability to work and communicate in challenging situations and
communicate in controversial situations.
6. Demonstrated ability to define procedural problems, collect and evaluate
data, draw valid conclusions, and project consequences of various alternative
recommendations.
7. Thorough knowledge and experience with system development methodology.
   Knowledge of the steps and their logical progression required to build a
computer-based application.
8. Demonstrated ability to effectively organize work tasks to ensure timely and
quality completion.
9. Demonstrated ability to delegate tasks subordinates and monitor their
progress.
10. Experience with University environment to gain knowledge of University
policies, procedures and systems.
11. Demonstrated ability to reason logically and analyze and solve problems.
   Ability to define procedural problems, collect and evaluate data, draw valid
conclusions and project consequences of various alternative
recommendations.
12. Demonstrated ability to manage multiple tasks and prioritize as needed.
13. Initiative and motivation to request, accept, and complete tasks as required.
14. Demonstrated experience in the delivering quality, user accepted, completed
task(s) on time.
15. Demonstrated ability to work as a manager, lead or a member of a team of
diverse skill levels and expertise from multiple areas; functioning in an
optimum role for team success.
16. Advanced broad knowledge of computer security issues, requirements and
trends, including an awareness of information security laws (such as HIPAA,
FERPA) and accepted industry practice.
17. Proven programming experience with computer languages specific to job.
18. Proven experience with development/troubleshooting/maintenance tools.
19. Proven experience with specific software and hardware environments.
20. In depth knowledge of general office software including word-processing,
database, and spreadsheet applications (prefer Microsoft Office including
Word, Excel, and Project Management tools, i.e. Visio, MS Project).
21. Experience in delivering and supporting applications with stringent security
requirements to the internet.
22. Knowledge of design, installation and implementation of infrastructure
systems and equipment.
23. Hands-on experience with enterprise level Financial, HR, Student, or Faculty
applications.