West Virginia University
Generic Job Description
(Professional Technologist 3)

Grade/level: Level III (experienced)
Job Status: Non-Classified

Summary: Provide technical leadership and project oversight in research, design, and development of complex information technology projects critical to the mission of administrative and academic areas of the University and provide general assistance to higher level professional technologists in support of technology projects and systems, including troubleshooting and testing configurations and implementations.

Distinguishing Characteristics: This is an experienced level position where the incumbent in this position works relatively independently and in consultation with manager and high level technical experts to define systems design requirements, and to develop and implement complex systems. Work is only periodically reviewed on results achieved and general methods. Exercises judgment in the interpretation and application of established policies and procedures, and recommends appropriate changes as result of the completion of an assignment or project. This experienced level position may also supervise classified staff and/or student employees depending upon the assignment.

Tasks are minimally structured with the incumbent working from goals set by the supervisor or project team and established institutional policies. Incumbent has the responsibility of planning, designing, and carrying out the various projects, research studies, and also sets goals and objectives for project team members. 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 a Prof Tech 5, Assistant Director or Director of a unit or program.

General Duties and Responsibilities:

1. Supervise Intern (GA’s student workers) Professional Technologists, or may coordinate regional or branch campus (junior-grade) information technology group.
2. Independently and/or as part of a team, plan, coordinate, conduct and implement a wide variety of complex systems analyses, including: database, applications, systems, telecommunications, web-based and/or networking
support activities necessary to maintain information technology systems, processes, and projects.

3. Follow policies, processes, procedures and associated documentation in compliance with development and security standards, federal and university privacy, confidentiality, and security guidelines relative to securing personal information (generated, stored and/or transmitted electronically) maintained in supported systems.

4. Prepare technical documentation, including interpretation of business rules, flow charts, logic diagrams, and code, according to industry documentation standards.

5. Develop, implement and maintain University infrastructure systems and equipment.

6. Develop and maintain detailed records and documentation, including: maintenance/error/repair records, development/implementaton/performance standards and schedules, system cost estimates and analysis, equipment and software maintenance contracts, etc.

**Minimum Qualifications:** Demonstrated ability to perform the job duties and responsibilities indicated above typically acquired by the completion of a bachelor of science in an engineering or computer science related discipline and four 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 ability to interact at all organizational levels and with technical staff, managers, and end-users.
2. Strong communication skills in English, both oral and written.
3. Demonstrated ability to prepare technical 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.
4. Demonstrated ability to work and communicate in challenging situations.
5. Strong analytical skills to be able to research, analyze, detect, and technically correct developed processes.
6. 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.
7. Demonstrated ability to manage multiple tasks and prioritize as needed.
8. Demonstrated ability to take direction from peers if directed for the purpose of a project.
9. Initiative and motivation to request, accept, and complete tasks as required.
10. Demonstrated experience in the delivering quality, user accepted, completed task(s) on time.
11. Demonstrated ability to work as a member of a team of diverse skill levels and expertise from multiple areas; functioning in an optimum role for team success.
12. Broad knowledge of computer security issues, requirements and trends, including an awareness of information security laws (such as HIPAA, FERPA) and accepted industry practice.
13. Proven programming experience with computer languages specific to job.
15. Proven experience with specific software and hardware environments.
16. In depth knowledge of general office software including word-processing, database, and spreadsheet applications (prefer Microsoft Office including Word, and Excel).
17. Experience in delivering and supporting applications with stringent security requirements to the internet.
18. Knowledge of design, installation and implementation of University infrastructure systems and equipment.