



University System of Maryland Job Class Specification

TITLE: IT SUPPORT ASSOCIATE
FLSA: NONEXEMPT
EEO6: H50
IPEDS-SOC: 15-1151

JOB CODE: N14ISC
JOB TYPE: SYSTEMWIDE
JOB FAMILY/SERIES: COM USR

APPROVED BY: Chancellor's Designee:
Donald Tynes, Director of Human Resources

EFFECTIVE DATE: 7/1/2001

JOB SUMMARY

Under general supervision, provides moderately complex support for clients in the use of hardware, software, and network services.

PRIMARY DUTIES

1. Diagnoses, resolves, and follows-through on problems. Determines impact of proposed solutions.
2. Designs, writes, tests, debugs, documents, and implements routine applications. Trains clients in the use of these applications.
3. Conducts moderately complex information technology courses in a classroom setting.
4. Installs software and hardware such as modems, workstations, and printers.
5. Maintains and distributes software documentation, reference manuals, and training guides.
6. Assists in the installation, troubleshooting, testing, maintenance, and design of communications systems such as data, voice, video, and networks.
7. Performs standard preventive maintenance and simple repairs or arranges for the repair of computers and peripherals.

Note: The intent of this list of primary duties is to provide a representative summary of the major duties and responsibilities of this job. Incumbents perform other related duties assigned. Specific duties and responsibilities may vary based upon departmental needs.

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MINIMUM QUALIFICATIONS

EDUCATION: High School Diploma or GED.

EXPERIENCE: Two years with the types of hardware and software to be supported, one year of which included user support, user training, and/or programming.

OTHER:

REQUIRED KNOWLEDGE/SKILLS/ABILITIES

General knowledge of two applicable software products; of applicable computers and peripherals. Skill in configuring computer hardware and software; to analytically design program logic or solve technical problems; in operating supported computers and peripherals. Ability to communicate effectively both orally and in writing; to work effectively with clients.

OTHER: Except for qualifications established by law, additional related experience and formal education in which one has gained the knowledge, skills, and abilities required for full performance of the work of the job class may be substituted for the education or experience requirement on a year-for-year basis with 30 college credits being equivalent to one year of experience.

CONDITIONS OF EMPLOYMENT

N/A