SIU Carbondale
Position Description

Employee's Name: _______________________________ AIS ID: _______________________________

Position Information:
Position Title: IT Technical Associate -- Team Lead Position #: C.CS.N10721.000
Department: Office of Information Technology

This position is: ☐ Administrative/Professional Staff (A/P) ☑ Civil Service Staff

Reason for Position Description
☐ New Position
☐ Existing Position Duties Revised
☐ Newly Hired Employee
☐ Requested by HR for State Universities Civil Service System Compliance

Action Requested:
☐ Review for Appropriate Title/Classification
☐ None (no changes, for updated signatures only) NO VC SIGNATURE REQUIRED
☐ Other: ____________________________

The contents of this position description are an accurate and complete representation of the position.

Employee: ____________________________________________________________
Signature Print Name Date

Supervisor: ____________________________________________________________
Signature Print Name Date

Dean/Director: ________________________________________________________
Signature Print Name Date

Vice Chancellor: ______________________________________________________
Signature Print Name Date

Chancellor/President: ________________________________________________
Signature Print Name Date
(if required)

FOR HR USE ONLY

HR Approval: _________________________________________________________
Date: _______________ or
DER Approval: ________________________________________________________
Date: _______________

Title Code: ___________ EEO Code: ___________ Job Code: ___________ FLSA: ___________

hro1020 01/23 IPEDS: ___________ Security or Safety Sensitive: _______ Page 1 of 4
1. **DUTIES AND RESPONSIBILITIES** List in priority order only the essential duties and responsibilities of this position. Essential duties meet the following standards: (1) the function must be done, (2) taking the function from the job would fundamentally change it, (3) the job exists to perform this function, and (4) there would be significant consequences if the function is not done. List in the order of importance.

**Duties and Responsibilities:**

1. Accepts and executes delegated work at the request of the their direct supervisor (DS), which may be a OIT Resource Manager or the SalukiTech/Technology Services Director. Has the experience to self-direct and extract maximum value from their time.
2. Works as a contributing member of the Unified SalukiTech Team.
3. Understands, exemplifies, and educates others on "customer experience."
4. Develops and maintains the customer journey map.
5. Writes/edits a wide variety of content (technical, business, PR, training, etc.) for an array of needs, a varied audiences, and in divergent styles.
6. Understands, services, and educates others on the terms "customer" and "audience."
7. Organizes and manages CRC team efforts to ensure quality work, timely delivery, and customer satisfaction.
8. Manages projects and activities from design through customer delivery/satisfaction.
9. Develops/vets/uses technology tools to make team tasks efficient and trackable.
10. Follows up on "open" individual and team efforts to ensure issues are resolved.
12. Manages co-workers, work priorities/schedules, and project completion.
13. Pitches ideas and reviews completed projects to OIT colleagues and/or external clients.
14. Presents completed projects to the their DS, executive staff, and/or external clients.
15. Coordinates and manages events.
16. Oversees OIT website development.
17. Develops and presents adult technical training sessions.
18. Identifies and completes tasks outside their job description, but within their capabilities.
19. Identifies and assumes tasks to free up their DS for more advanced tasks.
20. Completes assigned and assumed tasks in a timely manner.
21. Trains and mentors team members and student workers.
22. Estimates anticipated hours for projects accurately, and helps team members learn this skill.
23. Tracks hours and identifies "billable" hours, and helps team members learn this skill.
24. Prioritizes "billable" hours and minimizes consumption of non-billable hours.
25. Generates relevant and valuable work when assigned tasked are under control, paused, or completed.
26. Devotes time to learning and professional development.
24. Other duties as assigned.
2. **HUMAN RESOURCES FUNCTIONS**

2.1. Specify the number of employees reporting directly to this position.

    Head Count: 2  FTE: 2

2.2. Specify the number of employees reporting to this position through subordinate supervisors, including student employees.

    Head Count: 0  FTE: 0

3. **PRINCIPAL CHALLENGES** Describe the nature and variety of the most complex problems that are faced by this position.

    The Technical Associate - Team Lead will be challenged daily to:
    1. Elevate the client experience.
    2. Manage people, schedules, resources, and CRC/SalukiTech team activities.
    3. Lead clients to “best” solutions for stated needs.
    4. Nurture client/team relationships and refresh strained relationships.
    5. Develop professionally-formatted, adult training scripts and conduct “live” professional training.
    6. Set up training “sandboxes” and other technology/training interfaces.
    7. Manage projects using professional project management methods.
    8. Supervise web page maintenance, using HTML, and within the confines of SIU’s CMS.
    9. Solve problems and technology issues independently and collaboratively.
    10. Explain technology concepts in clear, concise, layman’s terms.
    11. Use software and equipment required to write, develop, print, and disseminate information.

4. **POSITION SCOPE** Indicate the important scope data applicable to this position which will best describe its size or effect on the University. State all figures on an annual basis.

   *(For AP or Civil Service custom classes ONLY)*

4.1. Dollar Measures—e.g., budget (list salaries and operational expenses separately), capital expenditures, educational grants received, annual research program expenditures, etc. Indicate the responsibility of the position for the item listed, (e.g. fiscal officer, delegated fiscal officer, makes recommendations, etc.)

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4.2. Other scope measurements pertinent to this position, (e.g., number of departments affected, number of students, colleges or departments served, number of items or amount of property purchased, annual cost of educational services, research funds developed, number of students recruited, potential savings to the University as a result of the position's activity, etc.)

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5. **QUALIFICATIONS** Minimum education and work experience (including years) to qualify for position. *(For AP or Civil Service custom classes ONLY.)*

High School diploma plus any one/any combination totaling two (2) years from:

2a) College course work in communication-related majors including IT Management, Programming, IT Systems, Mass Communications, Technology Communications, Business, Advertising, Instructional/Curriculum Design or a closely related discipline. Coursework in media design, web development and/or graphics design, writing, public speaking, as measured by the following conversion table or its proportional equivalent: 30 semester hours (SHs) = 1 year, AS degree=18 months, 90 SHs=2 years, BS degree=3 years.

2b) Work exp. in any/a combination of IT-related functions (support, programming, systems) or communications, PR, tech. communication, tech. management, sales, customer service, training, instructional design.

3. Additional pertinent education, training, and/or experience.

6. **OTHER** Describe anything else of significance which is important to the position and not covered elsewhere. For example, knowledge, skills and abilities critical to the performance of the job; any unique conditions outside of a normal office environment; involvement in academic committees and/or outside educational organizations **required by the job**; or anything else which may be significant to the function of this position.

3) Four (4) year's work experience in at least one of the following categories:

- Project or campaign management
- Publication scheduling
- Relationship building
- Client management
- Team leadership
- Employee development

This position is eligible for Remote Work after the employee's probationary period and at the supervisor's discretion.

7. **ORGANIZATIONAL STRUCTURE** Please attach a current departmental organizational chart.