

**Career Path – Help Center, Computer Lab and Desktop Support
August 2009**

JCC Title	Qualifications	Grade	FLSA Status	JCC Number	Job summary
IT Support Associate	Associates degree in a technical field or equivalent and 0-2 years of computer support experience.	55	Non-Exempt	3318	Responsible for front line support of users of desktops, networks and IT resources. Handles general questions and refers more complicated issues to higher level IT staff for their review or resolution. This category can include team members in help center, computer lab support and desktop support.
IT Support Consultant	Bachelor's degree in Information Systems or related field or equivalent combination of training and experience and 2-4 years of related experience.	57	Non-Exempt	3316	Responsible for front line support of users of desktops, networks and IT resources. Works under general supervision. Resolves user issues and determines when additional support is needed. Provides assistance to less experienced team members. This category can include senior level help desk and computer lab staff; and experienced desktop support staff.
Senior IT Support Consultant	Bachelor's degree in Information Systems, a related field or comparable experience and 4-6 years computer support experience.	58	Non-Exempt	3317	Responsible for front line support of users of desktops, networks, and IT resources. Able to resolve and/or coordinate the resolution of escalated issues. Trains and assists lower level support staff with resolving technical issues. Ensures that established processes and procedures are followed. Researches, evaluates and recommends tools, processes, programs, and techniques to provide improved technical support, and completes project work as assigned. This level includes help desk team leads that provide day-to-day oversight of assigned team members and senior level DSP staff.
Information Technology Team Lead	Bachelor's degree in Information Systems, a related field or comparable experience and 4-6 years computer support experience. Master's degree preferred.	59	Non-Exempt	3319	Provides day-to-day oversight of assigned team members. Able to resolve and/or coordinate the resolution of escalated issues. Ensures that established processes and procedures are followed. Trains and assists lower level support staff with resolving technical issues. Researches, evaluates and recommends tools, processes, programs, and techniques to provide improved technical support, and completes project work as assigned. This level includes team leads in central desktop support or those staff providing primarily desktop support and related technical services on campus.