

**Career Path – IT Team Lead, Managers and Directors**  
**July 28, 2010**

JCC Title	Qualifications	Grade	FLSA	JCC Number	Job summary (all job qualifications and responsibilities are cumulative in nature)
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. <b>Licenses:</b> Microsoft Certified System Engineer (MCSE), CompTIA A+, CompTIA Network +, CompTIA Security +, ITIL Foundation Certification or equivalent in experience.	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. <b>This level includes team leads in central desktop support or those staff providing primarily desktop support and related technical services on campus.</b>
IT Assistant Manager	Bachelor's degree in Information Systems, a related field or comparable experience and 5 to 7 years related experience. <b>Licenses:</b> relevant licenses may include Microsoft Certified System Engineer (MCSE), CompTIA A+, CompTIA Network +, CompTIA Security +, ITIL Foundation Certification or equivalent in experience. Master's degree preferred	61	Exempt	3490	Responsible for supervising staff in an IT support group such as the help desk, service center, desktop support, and telecommunications or within a campus group. Conducts ongoing performance management, staff development, staff selection and resolution of related employee issues. Ensures policies and procedures for operations are in place and being followed. Develops and or oversees the development of documentation and measurement standards. Researches and evaluates emerging technologies and strategies that can improve technical support. <b>NOTE: The majority of time spent is in supervisor role and related work as described above, not in providing hands on technical support.</b>
IT Manager	Bachelor's degree in Information Systems, a related field or comparable experience and 6 to 8 years related experience. Master's degree preferred	63	Exempt	3491	Manages an IT group or program. This classification is only used in larger divisions or in Central Computing Services division where group managed or IT program management has a broader service impact.

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IT Senior Manager	Bachelor's degree in Computer Science, Engineering or related field or comparable experience and 7 to 10 years experience in a particular enterprise-wide or legacy technology and delivering that technology in a complex environment Preferred: Master's degree in Information technology or related field.	65	Exempt	3492	Responsible for managing the technical, operational and project related work performed by a group. Works with the IT or college/division leadership to set work priorities and technical direction. In addition to managerial responsibilities, this position will also perform technical work to support delivery of essential infrastructure and/or services to the university community or college/division community. Has mastery in a technology discipline (i.e. systems/software engineering, systems engineering, network engineering or IT infrastructure) and in managing IT staff.
IT Assistant Director	Master's Degree in Computer Science, Engineering, Information Systems, or equivalent mix of education and experience. 7-10 years of progressively responsible experience delivering technical or operational computing services in a complex environment; detailed knowledge of the industry as a whole and emerging technologies in particular; demonstrated experience in a particular area of technology or operations, as it pertains to the division.	67	Exempt	3493	Manages and directs a centralized IT group supporting enterprise-wide technology or a large IT group within a college or division. This may be the top IT position within a college or division.
IT Associate Director	Master's degree in Computer Science, Engineering, Information Systems, or equivalent mix of education and experience. 7 to 10 years of progressively responsible experience delivering technical or operational computing services in a complex environment; detailed knowledge of the industry as a whole and emerging technologies in particular; demonstrated experience in a particular area of technology or operations, as it pertains to the division.	67	Exempt	3494	Manages and directs a centralized IT staff supporting enterprise-wide technology in two or more groups, or a large and diverse IT group within a college or division. This may be the top IT position within a college or division with collective responsibilities for multiple areas of IT support.

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IT Director	<p>Master's degree in Computer Science, Engineering, Information Systems, or equivalent mix of education and experience. 10 or more years of progressively responsible experience delivering technical or operational computing services in a complex IT environment including previous management experience; detailed knowledge of the industry as a whole and emerging technologies in particular; demonstrates board understanding for technical and functional disciplines in IT.</p> <p><b>Preferred:</b> PhD or equivalent</p>	70	Exempt	3495	<p>Oversees global /enterprise-wide IT services in one or more of the following areas: Administrative Computing, IT Infrastructure, Network, Project Management, Academic Computing or Information Security; or if within a large college responsible for strategic IT support, planning and direction. These are colleges that require significant IT resources to support administration and research needs. College Directors generally have collective responsibility for systems and applications programming, systems engineering, desktop and helpdesk support, network resources and related contracted or shared computing support.</p>