

Southern Illinois University
School of Medicine
Position Description

INCUMBENT _____ CSN _____

CLASSIFICATION Information Technology Technical Associate DATE _____

DEPARTMENT/DIVISION Information Resources

Position Function

This position provides software and hardware support for the servers and workstations maintained by the department of Information Resources and assists in developing custom server applications. This position also assists other Information Resources clients and participates in Information Resources teams to further the development of the information "commons" at the School of Medicine.

Organizational Relationship

This position reports to the Assistant Director of Information Technology, who reports to the Director of Information Technology, who reports to the Associate Dean for Information Resources, who reports to the Dean.

Duties and Responsibilities

The following information is intended to be representative of the work performed by incumbent in this position and is not all-inclusive. The omission of a specific duty or responsibility will not preclude it from the position if the work is similar, related, or a logical extension of position responsibilities.

75% Systems Administration

1. Maintain and troubleshoot end-user accounts and account related issues
2. Monitor system integrity by regularly reviewing logs and operating system and application performance data
3. Assist in maintaining backup and recovery systems
4. Configure and modify operating systems and server applications to meet School of Medicine requirements
5. Assist in maintaining server and workstation hardware
6. Maintain systems documentation using provided templates
7. Document end-user issues using provided ticket tracking system
8. Install, update, maintain, test and troubleshoot operating system software primarily Red Hat, Cent OS and Fedora Linux
9. Install, update, maintain, test and troubleshoot server applications running under the above mentioned operating systems
10. Troubleshoot and interact with vendors on support calls as needed
11. Assist in handling data security related incidents

12. Perform other related duties as assigned

20% Systems Application Programming

1. Aid in the development and maintenance of School of Medicine specific applications
2. Aid in the integration of new and existing applications into existing School of Medicine applications & infrastructure

5% Consulting and Training

1. Train Information Resources staff in maintaining and operating custom School of Medicine applications
2. Provides assistance to department computer support personnel as needed

Skills and Abilities Needed for the Position

The person in this position must have a logical orientation to problem solving, in addition to the following specific knowledge.

1. Good knowledge of computing best practices, methods, principles, and techniques and be able to conduct software/hardware malfunction investigations and diagnostic testing
2. Strong knowledge of fundamental operating systems concepts and theories
3. Ability to plan, coordinate and implement chronological operations and reason logically regarding operational aspects of data processing operations, troubleshoot problems and the persistence to see tasks through to completion in an orderly and timely fashion.
4. Ability to act independently, manage multiple ongoing projects, and work well with a team
5. Excellent verbal and written interpersonal skills in advising and assisting end-users as well as other technical staff
6. Familiarity with change control management and its application to operating systems administration
7. Must be able to exercise good judgment.

Minimum Qualifications

1. High School Graduate or equivalent.
2. Any combination totaling two years from the following categories:
 - a. Progressively more responsible work experience in IT-related profession
 - b. College course work in Information Technology (IT), IT Management, or a closely related discipline, as measured by the following conversion table or its proportional equivalent:
 - i. 60 semester hours or Associate's Degree equals one year

ii. 90-120 semester hours or Bachelor's Degree equals two years

3. Work Experience that includes the following:

- a. Two years Linux systems administration preferably RHEL or Fedora
- b. Two years programming experience with **one** of the following: php, perl, python or Java

Desired Qualifications

1. Redhat Certification (CompTIA, LPI, Novell, or RedHat)

Responsibility

- A. **Supervisory Controls** – Under the direct supervision of the Assistant Director of Information Technology, this position is expected to independently prioritize the subtasks required to complete assigned projects. Projects may be periodically reprioritized due to changing needs within the School of Medicine. Work will be reviewed as projects are completed or periodically in the case of ongoing or open-ended tasks. This position is expected to act independently on assigned projects with the understanding that deadlines will be met and duties completed in an efficient and professional manner.
- B. **Guidelines** – This position is expected to work under applicable guidelines established by Information Resources and the School of Medicine. This position should consult with senior staff when questions arise about existing guidelines or when new guidelines must be developed. Within these confines, the position will exercise creative control of assigned projects.

Difficulty

- A. **Complexity** – This position will be assigned multiple projects at a time and is expected to schedule his/her time to maintain progress and complete projects in a timely manner. Position must be able to prioritize subtasks required to complete assigned projects and adjust daily tasks to handle emergent problems or end-user related issues.
- B. **Scope and Effect** – This position helps support Information Resources' server infrastructure which is critical to the entire School of Medicine. Position will periodically provide direct support to various campus departments.

Personal Contacts

This position interacts regularly with School of Medicine users via e-mail, telephone; in writing and face-to-face meetings for the purpose of providing end-user account support. Position will interact daily with Information Resources staff and other computer support personnel within the School. Periodically, this position may interact with vendors and computer support staff within the SIU system.

Working Conditions

The employee must have adequate manual dexterity to facilitate repair of small and / or delicate mechanical and / or electrical equipment and be able to move equipment of up to 50 pounds for short periods of time. Work includes constant use of computing equipment including video screens and key entry devices. Travel is infrequent and most often related to trips to attend meetings or training.

PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

SIU SCHOOL OF MEDICINE

Incumbent: _____ Classification: **Information Technology Technical Associate**

Position No. (If applicable): _____ Department: **Information Resources-SMS**

WORK ENVIRONMENT: (Check all applicable environments)

| | |
|---|---|
| <input checked="" type="checkbox"/> Office | <input checked="" type="checkbox"/> Hospital |
| <input checked="" type="checkbox"/> Clinic | <input checked="" type="checkbox"/> Warehouse |
| <input checked="" type="checkbox"/> Research Laboratory | <input checked="" type="checkbox"/> Outdoors |
| <input checked="" type="checkbox"/> Other (Be Specific): Wiring closets, computer room, any SIU facility where server equipment is installed | |

| PHYSICAL DEMANDS: | Seldom <small>(Performed rarely less than 2% of the time)</small> | Occasionally <small>(Performed less than 25% of the time)</small> | Frequently <small>(Performed 26% to 50% of the time)</small> | Constantly <small>(Performed 51% or most of the time)</small> | N/A |
|-------------------|--|--|---|--|-----|
|-------------------|--|--|---|--|-----|

(Click on the Physical Demands Definitions button at the bottom of the form for a list of physical demands definitions)

| | | | | | |
|--|----------------------------------|----------------------------------|----------------------------------|----------------------------------|-----------------------|
| Reading | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Writing | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Speaking | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Close visual acuity | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Travel | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Hearing - Conversation | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Hearing - Other Sounds | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Stooping | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Squatting | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Gross hand manipulation | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Fine hand manipulation | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Working in dust, fumes, gases, or irritants | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Working at heights | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Working in extreme cold, heat and/or humidity | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Working in close quarters | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Climbing | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Operating motor vehicles | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Sitting | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Standing | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Walking | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Working above shoulder level | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Twisting | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Kneeling | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Pushing or pulling | | 40 - 60 lbs. | | | <input type="radio"/> |
| Carrying | | 40 - 60 lbs. | | | <input type="radio"/> |
| Lifting | | 40 - 60 lbs. | | | <input type="radio"/> |
| Other (Please list): moving w/cart up to 250# | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

I affirm the environmental and physical demands listed on this form are an accurate reflection of the requirements of this position to the best of my knowledge and belief.

I have read, understand and am capable of meeting the physical and environmental demands of this position.