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# OVERARCHING IT FUNCTIONS:

* 1 – SUPPORT
  + E.g. Troubleshooting
* 2 - PROJECT MANAGEMENT
* 3 – DEVELOPMENT/PROGRAMMING
  + E.g. Applications, databases, networks, software
* 4 – SECURITY
  + E.g. Compliance
* 5 - QUALITY CONTROL & REPORTING
* 6 – CONSULTATION
* 7 – TRAINING & COMMUNICATION
* 8 – SUPERVISON/MANAGEMENT
* 9 – LEADERSHIP & STRATEGY

# IT Analyst/Programmer –

* UNC System Office Classification: Designs, installs, tests, codes, and debugs ad hoc and/or manages existing applications, servers, and infrastructure, including the implementation of new versions of existing software or the design of new software and strategies to support the institution’s mission. Works with functional areas to understand business requirements and implements applications to meet those needs. Works within a variety of software development lifecycles and project management approaches to achieve goals.
* 1: SUPPORT
  + Serves as a key resource in solving problems of high complexity to other analysts and technicians.
  + Serves as a point of escalation for customer issues. Uses advanced knowledge of coding and application functionality to troubleshoot complex issues.
  + Researches and recommends methods of resolving problems to lower level analysts or client representatives.
* 2: PROJECT MANAGEMENT
  + Manages complex projects. Develops project plan, manages milestones, and drives project forward. Accountable for keeping project on track.
  + Communicates with senior leadership regarding project milestones, risks, and other issues.
  + Assigns and distributes resources (e.g. personnel, effort, expenditures, vendors, etc.).
  + May serve as a matrix system supervisor during the project duration.
  + Implements change management procedures and provides training or advises on training associated with the change management projects.
* 3: DEVELOPMENT/PROGRAMMING
  + Investigates, researches, and implements new technologies and upgrades to existing technologies. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations.
  + Creates, implements and maintains technical software application solutions and/or applying appropriate software development technology to projects of a broad organizational scope.
  + Performs research and evaluates available technology, as well as industry trends, to determine the impact and optimize integration with existing standards and architecture of applications as well as the client’s needs.
  + Designs, installs, tests, codes, and debugs ad hoc and/or manages existing applications, servers, websites, databases and/or infrastructure, including the implementation of new versions of existing software or the design of new software and strategies to support the institution’s mission.
* 4: SECURITY
  + Plans and implements security measures to protect computer systems, networks, and enterprise information (e.g. firewalls).
  + Anticipates security breaches and potential vulnerabilities and make recommendations for and/or determine best practices to comply with internal/external information security policies and standards.
* 6: CONSULTATION
  + Provides consultation on issues and requests from clients that require the implementation or creation of a custom solution.
  + Consults with senior level decision-makers, on an on-going basis, to develop long-range strategic alternatives.
  + Preliminary and ongoing critical evaluation of the customer’s needs and processes with client and organizational goals in mind, and develops technical solutions.
  + Provides alternatives and makes recommendations for best course of action.
  + Works with functional areas to understand business requirements and implements applications to meet those needs.
* 8: SUPERVISION/MANAGEMENT
  + Provides full supervision to [define subordinate positions]; interviews and makes hiring decisions/recommendations; recommends initial pay rates and subsequent adjustments; ensures employees are trained in job responsibilities and provides for ongoing development; manages the performance review process and assigns performance ratings; addresses performance deficiencies and disciplinary issues as needed; sets work schedules and approves leave requests; etc.

# IT Architect/Engineer –

* UNC System Office Classification: Administers the integration of computing applications and provides overall direction of the IT architecture, to include: storage, servers, networking, data centers, and various software‐based systems for on‐premises, private‐cloud, or public‐cloud services.
* 1: SUPPORT
  + Resolves issues for existing technical design and architecture as they arise.
  + Fields technical inquiries from other constituents.
* 2: PROJECT MANAGEMENT
  + Leads cross-functional teams.
  + Manages complex projects. Develops project plan, manages milestones, and drives project forward. Accountable for keeping project on track.
  + Communicates with senior leadership regarding project milestones, risks, and other issues.
  + Assigns and distributes resources (e.g. personnel, effort, expenditures, vendors, etc.).
  + May serve as a matrix system supervisor during the project duration.
  + Implements change management procedures and provides training or advises on training associated with the change management projects.
  + Assesses system requirements and cost.
  + Tracks organization and application portfolios and assists project teams to shape architectures consistent with the platforms, roadmaps, and standards for architecture designs.
* 3: DEVELOPMENT/PROGRAMMING
  + Administers the integration of computing applications and provides overall direction of the IT architecture, to include: storage, servers, networking, data centers, and various software‐based systems for on‐premises, private‐cloud, or public‐cloud services.
  + Resolves issues to ensure all components of a technical design are correctly incorporated.
  + Drives technological features of the work stream to add additional features while leveraging the past architectural designs; enhancing without compromising.
  + Plans and designs new infrastructures.
* 4: SECURITY
  + Anticipates security breaches and potential vulnerabilities and make recommendations for and/or determine best practices to comply with internal/external information security policies and standards.
  + Creates metrics for potential vulnerabilities and presents to advisory board, leadership, etc.
* 5: QUALITY CONTROL & REPORTING
  + Provides technical support and quality control through all phases of a project.
  + Evaluates performance metrics to ensure infrastructure efficiency.
  + Ensures all completed changes go through the change review board before moved into production.
* 6: CONSULTATION
  + Proposes practical strategies, and leverages technology to present designs and solutions.
  + Collaborates with technicians, vendors, consultants, and other business professionals to review business needs and propose solution designs.
  + Responds to technical requests and offers technical solutions.
  + Implements change management procedures and provides training or advises on training associated with the change management projects.
  + Works with end users to gather business requirements; elicits requirements from various constituent groups using different methodologies.
  + Serves as liaison and translator between the end user and technical team.
  + Proposes and negotiates solutions to resolve conflicting requirements.
  + Knowledgeable on trends and remains up-to-date on industry best practices.
* 8: SUPERVISION/MANAGEMENT
  + Provides full supervision to [define subordinate positions]; interviews and makes hiring decisions/recommendations; recommends initial pay rates and subsequent adjustments; ensures employees are trained in job responsibilities and provides for ongoing development; manages the performance review process and assigns performance ratings; addresses performance deficiencies and disciplinary issues as needed; sets work schedules and approves leave requests; etc.

# IT Auditor –

* UNC System Office Classification: Administers institutional audits on risk, governance, and control processes of all IT functions. Identifies weaknesses in applications, systems, and networking procedures; coordinates action plans to address those weaknesses and improve security posture of the IT organization.
* 2: PROJECT MANAGEMENT
  + Manages complex projects. Develops project plan, manages milestones, and drives project forward. Accountable for keeping project on track.
  + Communicates with senior leadership regarding project milestones, risks, and other issues.
  + Assigns and distributes resources (e.g. personnel, effort, expenditures, vendors, etc.).
  + May serve as a matrix system supervisor during the project duration.
  + Implements change management procedures and provides training or advises on training associated with the change management projects.
* 4: SECURITY
  + Analyzes IT resources to ensure they are used in a way that appropriately manages risk and meets State and University requirements. If issues are found, creates corrective action plans.
  + Anticipates security breaches and potential vulnerabilities and make recommendations for and/or determine best practices to comply with internal/external information security policies and standards.
* 5: QUALITY CONTROL & REPORTING
  + Administers institutional audits on risk, governance, and control processes of all IT functions. Identifies weaknesses in applications, systems, and networking procedures; coordinates action plans to address those weaknesses and improve security posture of the IT organization.
  + Establishes, maintains, appropriately documents and monitors adherence to policies, procedures and controls and for working with internal and external auditors.
  + Designs, configures, develops, monitors and oversees quality controls for applications supported.
* 6: CONSULTATION
  + Evaluates the effectiveness of IT functions for risk management, control and governance processes and consults with clients on recommended improvements they could pursue.
  + Plans and conducts audits of University departments and programs related to IT activities and presents findings with clients, outlining any possible misuses or issues, and offers corrective action options to address any underlying causes identified.
* 8: SUPERVISION/MANAGEMENT
  + Provides full supervision to [define subordinate positions]; interviews and makes hiring decisions/recommendations; recommends initial pay rates and subsequent adjustments; ensures employees are trained in job responsibilities and provides for ongoing development; manages the performance review process and assigns performance ratings; addresses performance deficiencies and disciplinary issues as needed; sets work schedules and approves leave requests; etc.

# IT Business Intelligence & Data Analyst –

* UNC System Office Classification: Manages software and programs for complex data analytics and metrics to support the areas of data science and business intelligence. Works with functional areas to understand business requirements and liaises with other technical personnel to design and build datasets needed to accomplish those business goals. Uses data mining and statistical analysis to discover new insight within datasets.
* 1: SUPPORT
  + Manages software and programs for complex data analytics and metrics to support the areas of data science and business intelligence.
  + Collaborates with cross-functional teams to resolve data discrepancies and system issues.
* 2: PROJECT MANAGEMENT
  + Manages complex projects. Develops project plan, manages milestones, and drives project forward. Accountable for keeping project on track.
  + Communicates with senior leadership regarding project milestones, risks, and other issues.
  + Assigns and distributes resources (e.g. personnel, effort, expenditures, vendors, etc.).
  + May serve as a matrix system supervisor during the project duration.
  + Implements change management procedures and provides training or advises on training associated with the change management projects.
* 3: DEVELOPMENT/PROGRAMMING
  + Uses data mining and statistical analysis to discover new insight within datasets.
  + Performs analysis using complex datasets and prepares results using appropriate statistical and visual software.
  + Designs, builds, and maintains dashboards and visualizations for end users.
* 4: SECURITY
  + Anticipates security breaches and potential vulnerabilities and make recommendations for and/or determine best practices to comply with internal/external information security policies and standards.
  + Ensures appropriate security/access model applied to datasets/dashboards prior to end user release.
* 5: QUALITY CONTROL & REPORTING
  + Tests and maintains data quality monitoring and tools. Notifies data sources when data quality issues are discovered.
  + Maintains processes and tools for data quality monitoring.
  + Investigates reported data quality issues, isolating causes and determining proper remediation.
  + Collaborates with functional areas to correct and validate data quality issues and notify end users when appropriate.
* 6: CONSULTATION
  + Works with business application users to determine requirements for a variety of reporting and analytical projects (e.g. dashboards, KPIs).
  + Works with functional areas to understand business requirements and liaises with other technical personnel to design and build datasets needed to accomplish those business goals.
  + Maintains relationships with management and internal departments recommending innovative software solutions to solve new or existing business needs.
  + Provides consultation to department constituents, acting as a resource regarding data understanding, appropriate use, trend analysis, and interpretation.
* 8: SUPERVISION/MANAGEMENT
  + Provides full supervision to [define subordinate positions]; interviews and makes hiring decisions/recommendations; recommends initial pay rates and subsequent adjustments; ensures employees are trained in job responsibilities and provides for ongoing development; manages the performance review process and assigns performance ratings; addresses performance deficiencies and disciplinary issues as needed; sets work schedules and approves leave requests; etc.

# IT Business Systems Analyst –

* UNC System Office Classification: Identifies and implements technological solutions with goal of improving operational performance and efficiency. Facilitates implementation of technology solutions in a cost‐effective way by determining the requirements of a project or program and communicating them clearly to stakeholders, facilitators, and partners. Liaison between functional offices and technical personnel to elicit requirements, translate requirements to technical specifications, and ultimately ensure the outcome is valuable to the organization.
* 1: SUPPORT
  + Serves as a key resource in solving problems of high complexity to other analysts and technicians.
  + Serves as a point of escalation for customer issues. Uses advanced knowledge of coding and application functionality to troubleshoot complex issues.
  + Researches and recommends methods of resolving problems to lower level analysts or client representatives.
  + Makes corrections to records and administrative systems as needed based on access roles.
  + Identifies error trends and gaps and proposes solutions.
* 2: PROJECT MANAGEMENT
  + Defines project timelines and deliverables, monitors progress, and recommends changes as appropriate to ensure projects are completed on time and within budget.
  + Coordinates and prioritizes requests for changes and enhancements in the environment based on business needs, resources, and the impact of changes on existing systems and processes.
  + Evaluates project issues related to scope change, resource and time constraints to provide consistent solution delivery.
  + Identifies project risks in advance and proactively mitigates these risks with appropriate steps.
* 3: DEVELOPMENT/PROGRAMMING
  + Designs and creates data storage solutions.
  + Determines and implements appropriate software system configuration (e.g. base tables, action routing, etc.).
* 5: QUALITY CONTROL & REPORTING
  + Assesses needs, creates requirements, documents specifications, designs, develops and implements reporting solutions for a variety of systems and technology.
  + Develops, documents, and directs test cases and regression test cases. Determines appropriate number of test cases based associated risk.
  + Develops audit reports and builds ad-hoc reports from requests, using appropriate software or tools.
  + Validates and cross-checks data samples from test results and reports.
* 6: CONSULTATION
  + Works with end users to gather business requirements; elicits requirements from various constituent groups using different methodologies.
  + Serves as liaison and translator between the end user and technical team.
  + Proposes and negotiates solutions to resolve conflicting requirements.
  + Knowledgeable on trends and remains up-to-date on industry best practices.
* 7: TRAINING & COMMUNICATION
  + Educates various internal and external constituencies regarding milestones, challenges, outcomes, new processes, etc. through various methods (e.g. presentations, webinars, national conferences, etc).
* 8: SUPERVISION/MANAGEMENT
  + Provides full supervision to [define subordinate positions]; interviews and makes hiring decisions/recommendations; recommends initial pay rates and subsequent adjustments; ensures employees are trained in job responsibilities and provides for ongoing development; manages the performance review process and assigns performance ratings; addresses performance deficiencies and disciplinary issues as needed; sets work schedules and approves leave requests; etc.

# IT Client Support Manager –

* UNC System Office Classification: Plans, implements, and provides oversight for an IT service area and manages the relationship between the business and the customer/user. Researches and follows industry trends and technologies in order to recommend, provide, and sustain services that enhance business operations. Reviews customer requirements, creates test cases, executes testing plan using testing tools and automation, and tests applications/services developed against the test cases to ensure there are no bugs, requirements are met, and applications/services function properly. Oversees customer portfolio of application/service requests and acts as liaison between IT technicians and customer. Calls on customer leaders regularly to report on work status and listen for upcoming needs. Serves as point of escalation for customer issues and funnel for all work that doesn’t fit into standard operating processes. Works with customers to shepherd projects through governance processes.
* 1: SUPPORT
  + Calls on customer leaders regularly to report on work status and listen for upcoming needs. Serves as point of escalation for customer issues and funnel for all work that doesn’t fit into standard operating processes.
  + Oversees customer portfolio of application/service requests and acts as liaison between IT technicians and customer.
  + Serve as the critical incident manager in response to high impact issues and concerns; proactively partner with functional business owners and other groups in implementing permanent solutions or temporary workarounds.
  + Performs outreach to clients who report less than satisfactory service experiences; addresses unique concerns or issues that are unable to be resolved by the support consultants or support leads.
  + Identifies sources of repetitive help desk calls in order to drive system enhancements and updates as well as changes to system user documentation or training.
* 2: PROJECT MANAGEMENT
  + Defines project timelines and deliverables, monitors progress, and recommends changes as appropriate to ensure projects are completed on time and within budget.
  + Coordinates and prioritizes requests for changes and enhancements in the environment based on business needs, resources, and the impact of changes on existing systems and processes.
  + Evaluates project issues related to scope change, resource and time constraints to provide consistent solution delivery.
  + Identifies project risks in advance and proactively mitigates these risks with appropriate steps.
* 4: SECURITY
  + Identifies and remediates vulnerabilities on all end user devices, IT infrastructure and applications used by support staff; recommends and implements IT and data security best practices and standard operating procedures for support staff and business processes, as well as user behavior security training and risk mitigation for supported staff.
* 5: QUALITY CONTROL & REPORTING
  + Develops help ticket system metrics to monitor and manage quality control in the provision of help desk services to campus users.
* 6: CONSULTATION
  + Provides consultation, recommendation, design, testing, creation, implementation, and project management of customer-specific technology projects, event support, and related support of new and/or revised IT services.
  + Responsible for the technical review, analysis, and making recommendations to leadership for the complete life cycle of a wide variety of technologies and technology services in accordance with University policy and the business needs of the supported divisions.
* 7: TRAINING & COMMUNICATION
  + Develops and/or delivers end user trainings.
  + Provides information updates and trainings for new services, software packages, etc that are released or implemented.
* 8: SUPERVISION/MANAGEMENT
  + Plans, implements, and provides oversight for an IT service area and manages the relationship between the business and the customer/user.
  + Provides orientation and continuous training to each member of the staff to assure appropriate subject matter expertise in assigned systems, adherence to established support protocols, and the maintenance of high standards of client service.
  + Provides full supervision to [define subordinate positions]; interviews and makes hiring decisions/recommendations; recommends initial pay rates and subsequent adjustments; ensures employees are trained in job responsibilities and provides for ongoing development; manages the performance review process and assigns performance ratings; addresses performance deficiencies and disciplinary issues as needed; sets work schedules and approves leave requests; etc.

# IT Database Administrator –

* UNC System Office Classification: Designs, implements, and/or manages various databases to support a variety of programs. Responsible for the performance, integrity, and security of a database. Involved in the planning and development of the database as well as troubleshooting any issues on behalf of the users. Advises management on database concepts, functional capabilities, parameters, and prototypes.
* 1: SUPPORT
  + Maintains and oversees software updates, software patching, and backup and recovery functions of the database(s).
  + Performs system monitoring and responds to customer’s requests (i.e. adding or removing indexes, establishing a template, managing the database, etc.).
  + Provides database performance tuning, code development, and improvements.
* 2: PROJECT MANAGEMENT
  + Defines project timelines and deliverables, monitors progress, and recommends changes as appropriate to ensure projects are completed on time and within budget.
  + Coordinates and prioritizes requests for changes and enhancements in the environment based on business needs, resources, and the impact of changes on existing systems and processes.
  + Evaluates project issues related to scope change, resource and time constraints to provide consistent solution delivery.
  + Identifies project risks in advance and proactively mitigates these risks with appropriate steps.
* 3: DEVELOPMENT/PROGRAMMING
  + Initiates configuration management changes during implementation process.
  + Builds database structure; advises of best practices to develop structure for client needs.
  + Adheres to standards and processes of establishing databases.
  + Designs, implements, and/or manages various databases to support a variety of programs.
* 4: SECURITY
  + Identifies and remediates vulnerabilities on all end user devices, IT infrastructure and applications used by support staff; recommends and implements IT and data security best practices and standard operating procedures for support staff and business processes, as well as user behavior security training and risk mitigation for supported staff.
* 5: QUALITY CONTROL & REPORTING
  + Runs tools to check efficiency of database and tunes if necessary (i.e. monitoring performance of database for speed, sending appropriate error messages/alerts when needed, etc).
  + Responds to and resolves errors and/or alerts.
  + Develops, monitors, and reports key performance indicators.
  + Establishes and tracks service level agreements.
* 6: CONSULTATION
  + Advises management and/or other school/division IT units on database concepts, functional capabilities, parameters, and prototypes.
  + Works with end users to gather business requirements; elicits requirements from various constituent groups using different methodologies.
  + Provides consultation, recommendation, design, testing, creation, implementation, and project management of customer-specific technology projects, event support, and related support of new and/or revised IT services.
* 8: SUPERVISION/MANAGEMENT
  + Provides full supervision to [define subordinate positions]; interviews and makes hiring decisions/recommendations; recommends initial pay rates and subsequent adjustments; ensures employees are trained in job responsibilities and provides for ongoing development; manages the performance review process and assigns performance ratings; addresses performance deficiencies and disciplinary issues as needed; sets work schedules and approves leave requests; etc.

# IT Instructional/Classroom Support Professional –

* UNC System Office Classification: Manages support and services for instructional activities such as classroom instruction, capture and delivery of instruction, supporting interactivity (web, phone, and other audio/visual conferencing) and delivery of e‐Learning Systems. Plans, designs, analyzes and installs instructional systems in classrooms or teaching lab spaces based on department instructional needs. Provides specific technical expertise to faculty, staff, and students in areas such as instructional operations and e‐Learning services.
* 1: SUPPORT
  + Provides advanced customer support for the central learning management system (Sakai) of the University, including all supported third-party services.
  + Manages support and services for instructional activities such as classroom instruction, capture and delivery of instruction, supporting interactivity (web, phone, and other audio/visual conferencing) and delivery of e‐Learning Systems.
  + Initial point of contact for classroom support requests.
  + Troubleshoots enrollment, performance and access issues, and advises IT staff on recommendations and support issues.
* 2: PROJECT MANAGEMENT
  + Plans, designs, analyzes and installs instructional systems in classrooms or teaching lab spaces based on department instructional needs.
  + Defines project timelines and deliverables, monitors progress, and recommends changes as appropriate to ensure projects are completed on time and within budget.
  + Coordinates and prioritizes requests for changes and enhancements in the environment based on business needs, resources, and the impact of changes on existing systems and processes.
  + Evaluates project issues related to scope change, resource and time constraints to provide consistent solution delivery.
  + Identifies project risks in advance and proactively mitigates these risks with appropriate steps.
* 5: QUALITY CONTROL & REPORTING
  + Researches and tests Learning Management Systems (LMS) and classroom technology features to ensure the system works as expected and documentation is up-to-date during system upgrades.
* 6: CONSULTATION
  + Provides specific technical expertise to faculty, staff, and students in areas such as instructional operations and e‐Learning services.
  + Consults with faculty and program staff to develop and maintain online and technology-enhanced courses. Assists in the creation, production, and incorporation of technically advanced instructional course material.
  + Assists faculty in leveraging online collaborative tools (e.g. Skype, Sakai, Dropbox, GoogleDocs, etc.) for instruction and scholarly research.
* 7: TRAINING & COMMUNICATION
  + Designs and/or modifies new or existing training materials as required.
  + Creates video tutorials and written documentation on effective uses of instructional technologies and productivity software applications.
* 8: SUPERVISION/MANAGEMENT
  + Provides full supervision to [define subordinate positions]; interviews and makes hiring decisions/recommendations; recommends initial pay rates and subsequent adjustments; ensures employees are trained in job responsibilities and provides for ongoing development; manages the performance review process and assigns performance ratings; addresses performance deficiencies and disciplinary issues as needed; sets work schedules and approves leave requests; etc.

# IT Manager –

* UNC System Office Classification: Manages authority for personnel decisions and has input on departmental budgeting, strategic planning, and procedural changes. Performs complex tasks and leads/directs the work of other employees. May manage and control the contractual relationship with some or all service providers.
* 2: PROJECT MANAGEMENT
  + Decides project priorities and assigns projects to staff.
  + Serves as a final escalation and resolution point for project roadblocks and issues.
  + Holds final accountability for the outcomes of projects.
* 4: SECURITY
  + Oversees the development and enforcement of policies and procedures related to security compliance and confidentiality.
  + Defines and determines security needs, risks, and solutions for the work group (e.g. data security, password security, etc.).
* 5: QUALITY CONTROL & REPORTING
  + Defines the metrics that determine how quality will be evaluated.
  + Final responsibility for upholding quality standards.
* 6: CONSULTATION
  + Serves as an expert technical advisor to peer managers, senior leadership, and customers.
  + Generates options, provides pros and cons, and evaluates risk for various constituencies.
  + Works across organizational boundaries to ensure the unit can effectively and efficiently provide the services required by the university community.
* 7: TRAINING & COMMUNICATION
  + May act as the face of the work group for new initiatives, change management, etc.
  + Responsible for determining training needs for the work group.
* 8: SUPERVISION/MANAGEMENT
  + Provides full supervision to [define subordinate positions]; interviews and makes hiring decisions/recommendations; recommends initial pay rates and subsequent adjustments; ensures employees are trained in job responsibilities and provides for ongoing development; manages the performance review process and assigns performance ratings; addresses performance deficiencies and disciplinary issues as needed; sets work schedules and approves leave requests; etc.
* 9: LEADERSHIP & STRATEGY
  + Defines business strategies and contributes to the enterprise’s long and short-term visions for the unit. Establishes goals, determines needs.
  + Incorporates a broad range of internal and external factors when solving problems and making decisions.
  + Recognizes and evaluates strategic opportunities for success, consistent with the academic and/or research strategic missions of the unit.
  + Evaluates organizational readiness and capacity for change and adjusts accordingly.
  + Translates organizational technical goals into operational plans.
  + Maintains organization's effectiveness and efficiency by defining, delivering, and supporting strategic plans for implementing information technologies.

# IT Network Administrator –

* UNC System Office Classification: Administers network connectivity for Wide Area Networking (WAN) and/or Local Area Networking (LAN). Maintains remote Virtual Private Network (VPN) connections, network security (firewall and intrusion detection/prevention protection), as well as Wi‐Fi connectivity. Designs network architectures to achieve performance and security constraints. Troubleshoots and resolves networking issues.
* 1: SUPPORT
  + Supports, configures, maintains, and upgrades customer’s networks and in house servers.
  + Monitors network performance (availability, utilization, throughput, goodput, and latency) and tests for weaknesses.
  + Maintains configurations, makes updates, and provides client support for Wi-Fi and other communications technologies networking services (e.g. telephony, fiber optics, etc.).
  + Examines service offerings and develops alternatives that offer additional performance and/or value.
  + Works on customer issues/requests as the need arises.
* 2: PROJECT MANAGEMENT
  + Defines project timelines and deliverables, monitors progress, and recommends changes as appropriate to ensure projects are completed on time and within budget.
  + Coordinates and prioritizes requests for changes and enhancements in the environment based on business needs, resources, and the impact of changes on existing systems and processes.
  + Evaluates project issues related to scope change, resource and time constraints to provide consistent solution delivery.
  + Identifies project risks in advance and proactively mitigates these risks with appropriate steps.
* 3: DEVELOPMENT/PROGRAMMING
  + Upgrades network by conferring with vendors and/or customers; developing, testing, evaluating, and installing enhancements.
  + Assists in tool development and script creation.
* 4: SECURITY
  + Anticipates security breaches and potential vulnerabilities and make recommendations for and/or determine best practices to comply with internal/external information security policies and standards.
* 6: CONSULTATION
  + Provides consultancy services to stakeholders as it relates to current or potential offerings.
  + Counsels customers on best-practices approaches as it pertains to networking for any new IT project they will be implementing.
* 8: SUPERVISION/MANAGEMENT
  + Provides full supervision to [define subordinate positions]; interviews and makes hiring decisions/recommendations; recommends initial pay rates and subsequent adjustments; ensures employees are trained in job responsibilities and provides for ongoing development; manages the performance review process and assigns performance ratings; addresses performance deficiencies and disciplinary issues as needed; sets work schedules and approves leave requests; etc.

# IT Project Manager –

* UNC System Office Classification: Develops, monitors, and manages IT projects to include budget, personnel, and equipment. Creates project schedules and coordinates project activities to meet stated budgets and timelines. Implements change management procedures and escalates project risks to leadership.
* 2: PROJECT MANAGEMENT
  + Responsible for successfully delivering IT project objectives. These objectives are accomplished using proven project management methods to overcome constraints such as cost, scope, time while ensuring quality.
  + Day-to-day activities involve project intake, resourcing, writing project charters, defining project scope, identifying potential risks, resolving critical problems, and writing project status reports. These activities ensure that the unit meets business requirements through the optimal application of IT solutions and services.
  + Directs and monitors activities of cross-functional project personnel, identifying resource needs, performing quality review, and escalating functional, quality, timeline issues appropriately to ensure project progresses on schedule and within budget.
  + Creates and manages project documentation including project charter, scope, objectives, estimation worksheet, schedule, milestones, assignment of project personnel, risk / issue / decision logs, action items, etc.
  + Interacts with senior management to manage and monitor project portfolio including, but not limited to, review of project proposals to determine goals, time frame, funding limitations, procedures for accomplishing project, staffing requirements, and allotment of resources.
  + Facilitates project team meetings and oversees creation of project communications plan to provide updates regarding the impact of project activities to project stakeholders.
  + Implements change management procedures and provides training or advises on training associated with the change management projects. Conducts impact analyses, assesses change readiness and identifies key stakeholders.
  + Contributes to vendor selection process and facilitates contract negotiations.
* 5: QUALITY CONTROL & REPORTING
  + Develops, monitors, and reports key performance indicators.
  + Establishes and tracks service level agreements.
  + Coordinates, presents, and defends projects as appropriate; and ensures that major changes or enhancements to modules or applications are presented at Analysis Review Board and/or Design Review Board meetings.
  + Ensures all completed changes go through Quality Review Board for approval to move to production.
* 6: CONSULTATION
  + Serves as an expert technical advisor to peer managers, senior leadership, and customers.
  + Generates options, provides pros and cons, and evaluates risk for various constituencies.
  + Works across organizational boundaries to ensure the unit can effectively and efficiently provide the services required by the university community.
  + Serves as unit expert on project management approaches.
* 7: TRAINING & COMMUNICATION
  + Uses and provides guidance to others in project management tools and approaches.
  + Creates and distributes communications regarding the project to both internal and external constituents.
* 8: SUPERVISION/MANAGEMENT
  + Provides full supervision to [define subordinate positions]; interviews and makes hiring decisions/recommendations; recommends initial pay rates and subsequent adjustments; ensures employees are trained in job responsibilities and provides for ongoing development; manages the performance review process and assigns performance ratings; addresses performance deficiencies and disciplinary issues as needed; sets work schedules and approves leave requests; etc.

# IT Security Professional –

* UNC System Office Classification: Plans and implements security measures to protect computer systems, networks, and enterprise information. Expected to stay up‐to‐date on the latest intelligence, including hacker methodologies, in order to anticipate security breaches, with the goal of complying with internal/external information security policies and standards. Monitors emerging products, technologies, or best practices that will improve security for the organization and stakeholders.
* 1: SUPPORT
  + Serves as an expert level consultant and escalation resource for peers, ITS management and other units regarding incident management, forensics, and/or critical service tickets.
  + Serves as a point of escalation when the most complex situations arise and participate with management in decision making regarding policy and planning relevant to policy.
* 2: PROJECT MANAGEMENT
  + Defines project timelines and deliverables, monitors progress, and recommends changes as appropriate to ensure projects are completed on time and within budget.
  + Coordinates and prioritizes requests for changes and enhancements in the environment based on business needs, resources, and the impact of changes on existing systems and processes.
  + Evaluates project issues related to scope change, resource and time constraints to provide consistent solution delivery.
  + Identifies project risks in advance and proactively mitigates these risks with appropriate steps.
* 4: SECURITY
  + Acts as team lead, subject matter expert, determiner of best approach to recover from outages and decision maker regarding technical decisions related to network firewall architecture, implementation, maintenance, change control, vendor support, disaster recovery planning, reference documentation, set and business continuity plans.
  + Specifies, deploys, configures, manages, and maintains a wide variety of network tools, processes, and procedures to prevent and monitor unauthorized access, misuse, modification, or denial of service against attacks on the data network and network-accessible resources.
  + Establishes and maintains guidelines, protocols and procedures for internally reporting, tracking, investigating, and resolving security incidents. Provides metrics to management to clarify effectiveness and efficiency of incident management function.
  + Acts as a technical expert regarding investigations and in the forensic analysis, malware analysis and processing of incidents to successful resolution.
  + Oversees the investigation and management of information security events, tracks to conclusion, takes a leadership role in recommendation meetings and manages record keeping in accord with all laws and policies. Implements forensic best practices to support the integrity of the investigations.
  + Directs information security policy development and implementation in accordance with business requirements, relevant laws, regulations and contracts. Creates, issues, edits, interprets, and maintains security policies, standards, protocols guidelines, processes, and procedures under delegated authority and supervision of management.
* 6: CONSULTATION
  + Consults with departmental computing organizations to define the correct and secure operation of information processing facilities, operating procedures, change management processes, segregation of duties, and secure coding best practices.
  + Acts as expert level consultant regarding backup and archiving functions, network security management, proper media handling, systems monitoring and preservation and analysis of logs.
* 7: TRAINING & COMMUNICATION
  + Provides training to end users on security vulnerabilities, security awareness, access, compliance programming, etc.
* 8: SUPERVISION/MANAGEMENT
  + Provides full supervision to [define subordinate positions]; interviews and makes hiring decisions/recommendations; recommends initial pay rates and subsequent adjustments; ensures employees are trained in job responsibilities and provides for ongoing development; manages the performance review process and assigns performance ratings; addresses performance deficiencies and disciplinary issues as needed; sets work schedules and approves leave requests; etc.

# IT System Administrator –

* UNC System Office Classification: Identifies and implements technological solutions with the goal of improving operation performance/efficiency. Evaluates the current state of business technology resources and identifies new technologies, or upgrades/enhancements to existing technologies, that have the potential to improve business performance. Conducts cost/benefits and buy/build analysis, presents findings, and makes recommendations. Meets with end users to assess business objectives and define user needs. Ensures that technology is appropriately installed or configured and integrates with legacy solutions.
* 1: SUPPORT
  + Responds and provides support to constituents, meets with customers to ascertain common failure modes and seeks resolutions to long running and/or high impact problems.
  + Works with constituents to define and optimize storage solutions, including cloud technology.
  + Advises management of situations where timely management intervention could positively affect outcomes or projects and changes.
  + Identifies customer service trends and issues to evaluate solutions.
* 2: PROJECT MANAGEMENT
  + Defines project scope, establishes project milestones, and ensures delivery of successful project outcomes. Ability to manage facilities, equipment, and other related resources to meet project goals.
  + Develops projects such as systems and software upgrades to incorporate appropriate IT and user staff.
* 3: DEVELOPMENT/PROGRAMMING
  + Designs, installs, and configures operating systems and infrastructure applications; tunes and optimizes configurations to maintain satisfactory level of performance.
  + Monitors performance to identify and correct problems.
  + Identifies and recommends systems enhancements needed to ensures adequate performance and capacity to meet application service objectives.
  + Develops automation tools to reduce manual involvement.
* 4: SECURITY
  + Takes all reasonable and appropriate measures to secure the systems against attack. Stays abreast of best practices for system, application, and database layers.
  + Creates the disaster recovery plan and back-up plans for the environment.
* 5: QUALITY CONTROL & REPORTING
  + Ensures configurations and settings are consistent with established standards.
  + Balances storage loads and corrects performance issues.
  + Develops and publishes current and newly established standard practices for monitoring and automation.
* 6: CONSULTATION
  + Analyzes and assesses client needs to develop effective and appropriate solutions to issues.
  + Consults with decision-makers to explain and recommend alternative technical solutions and capabilities; develops long-range strategic alternatives on an ongoing basis.
  + Serves as group expert for automation practices, storage solutions, network tuning, and other system technologies.
* 8: SUPERVISION/MANAGEMENT
  + Provides full supervision to [define subordinate positions]; interviews and makes hiring decisions/recommendations; recommends initial pay rates and subsequent adjustments; ensures employees are trained in job responsibilities and provides for ongoing development; manages the performance review process and assigns performance ratings; addresses performance deficiencies and disciplinary issues as needed; sets work schedules and approves leave requests; etc.

# IT Web Designer/Developer –

* UNC System Office Classification: Designs and/or develops interfaces, layout, and/or coding of all website design elements and provides on‐going maintenance. Troubleshoots issues/problems and debugs coding issues. Works with functional areas to understand business requirements and implements applications to meet those needs. Works within a variety of software development lifecycles and project management approaches to achieve goals.
* 1: SUPPORT
  + Provides advanced technical knowledge across a large variety of software technical areas to provide solutions to complex problems.
  + Maintains sustained technical knowledge across a number of technical environments, development platforms, and applications to provide high-level technical support.
  + Performs routine maintenance on the dynamic websites to keep them functioning properly over the life of each project.
  + Troubleshoots deployment issues on desktops, laptops, printers, video conferencing, etc. and maintains backup and restore operations for the website(s).
* 2: PROJECT MANAGEMENT
  + Defines project timelines and deliverables, monitors progress, and recommends changes as appropriate to ensure projects are completed on time and within budget.
  + Coordinates and prioritizes requests for changes and enhancements in the environment based on business needs, resources, and the impact of changes on existing systems and processes.
  + Evaluates project issues related to scope change, resource, and time constraints to provide consistent solution delivery.
  + Identifies project risks in advance and proactively mitigates these risks with appropriate steps.
* 3: DEVELOPMENT/PROGRAMMING
  + Designs, deploys, and maintains websites and web applications for the unit, works closely with constituents to make sure website functionality and content is updated as needed and ensures any related technical issues are resolved quickly.
  + Identifies and learns new web technologies to enhance web development services.
  + Researches proprietary systems and/or creates new systems that pull together data from disparate sources into a single interface.
* 4: SECURITY
  + Anticipates security breaches and potential vulnerabilities and make recommendations for and/or determine best practices to comply with internal/external information security policies and standards.
* 5: QUALITY CONTROL & REPORTING
  + Applies the latest techniques and applications for database interface, data modeling, retrieving and uploading data sets, and SQL queries.
  + Institutes and stays current on accessibility standards to ensure websites meet federal, state, and university guidelines.
* 6: CONSULTATION
  + Provides expertise on design principles, packaging, multipage layouts and corporate identity.
  + Provides expertise and proposes ideas to make the site(s) more intuitive for clients and external audiences.
  + Provides consultation services to Principal Investigators, Program Managers, and project team members on the design of websites, appropriate use of applications, and database specifications.
* 7: TRAINING & COMMUNICATION
  + Creates user guides and training material for our sponsors for the applications developed.
  + Leads both web-based and in-person trainings for users of websites, applications and databases.
* 8: SUPERVISION/MANAGEMENT
  + Provides full supervision to [define subordinate positions]; interviews and makes hiring decisions/recommendations; recommends initial pay rates and subsequent adjustments; ensures employees are trained in job responsibilities and provides for ongoing development; manages the performance review process and assigns performance ratings; addresses performance deficiencies and disciplinary issues as needed; sets work schedules and approves leave requests; etc.

# IT Director –

* These positions are typically at a level of an Assistant/Associate Vice Chancellor or Assistant/Associate Dean. Typically a level F4 or F5 salary band.
* 4: SECURITY
  + Reviews the programs of the It operations to ensure alignment with the mission of the university and compliance with state, federal, and funding agency regulations, including but not limited to FERPA, HIPAA, and other regulatory requirements.
  + Oversees the development and enforcement of University policies and procedures related to security compliance.
* 6: CONSULTATION
  + Serves as management point of contact for campus executive leadership.
  + Serves as a member of the Division/School Leadership Team, various committees and working groups, and otherwise represents the organization in matters affecting the Division/School with regards to technology.
* 8: SUPERVISION/MANAGEMENT
  + Provides full supervision to [define subordinate positions]; interviews and makes hiring decisions/recommendations; recommends initial pay rates and subsequent adjustments; ensures employees are trained in job responsibilities and provides for ongoing development; manages the performance review process and assigns performance ratings; addresses performance deficiencies and disciplinary issues as needed; sets work schedules and approves leave requests; etc.
* 9: LEADERSHIP & STRATEGY
  + Develops, maintains, and implements an information technology strategy consistent with the University’s academic and administrative technology strategy to support the mission and strategic direction of the Division/School.
  + Responsible for the quality and outcomes of the information technology of the Division/School.
  + Ensures the integrity and availability of technology in the unit/school by assessing, planning, implementing, and maintaining appropriate data security, risk management, disaster recovery, and business continuity regimens and policies required to ensure compliant and reliable IT functioning.
  + Forecasts long term technology and budgetary needs and negotiates favorable vendor contract terms.
  + Serve as the final decision maker for critical issues affecting the overall wellbeing of the IT organization (e.g. budget, staffing, resources, etc.).