

IU Classification Level Guide  
Information Technology  
IT Infrastructure

Positions in the IT INFRASTRUCTURE sub-family exist to support, usually in broad combinations, information technology specialty areas including but not limited to hardware platforms, servers and peripherals, networks, software, databases, network and communication systems, operating systems, security systems. Representative jobs would be: Server administration, technology support, data base administration, IT networking, IT engineering, telecommunications, etc. To accurately classify a position, specific supporting examples of a position's primary duties and responsibilities in terms of scope, impact and complexity should be provided.

Level	IT1	IT2	IT3	IT4
Level Overview	<ul style="list-style-type: none"> <li>Grandfathered positions may be reclassified to CL/TE/SS support positions when the position becomes vacant. No new positions in this job family will be slotted at this level/grade.</li> <li><i>These professional positions are <u>all</u> classified as PAO (Professional Overtime Non-Exempt)</i></li> </ul>	<ul style="list-style-type: none"> <li>An experienced professional contributor without full authority to deviate from established protocol.</li> <li>Has good grasp of professional principles and skills.</li> <li>Knows and effectively uses fundamental concepts, practices, and procedures of particular area(s) of specialization.</li> <li>Work is of limited scope, typically on smaller, less complex projects/ assignments or providing support for larger projects/ assignments.</li> <li>Assists in fact finding to develop and/or modify data processing systems.</li> <li>Errors have impact on the project/assignment/unit.</li> <li>May supervise hourly staff.</li> </ul>	<ul style="list-style-type: none"> <li>Fully competent and productive professional contributor, working independently on progressively more complex projects/assignments.</li> <li>Solid knowledge of organization's technologies and practices.</li> <li>Responsibilities are of a professional or highly analytical nature.</li> <li>Jobs may have significant technical requirements with a high level of accountability.</li> <li>Participates in systems studies including feasibility, concept, cost benefit and implementation.</li> <li>Errors have impact on the unit.</li> <li>May provide training to junior staff.</li> <li>May direct work of junior or hourly staff.</li> </ul>	<ul style="list-style-type: none"> <li>Generally responsible for managing an IT department or major function within a department with staff responsibility. ---OR---</li> <li>Will manage highly complex processes or take on more/new complex responsibilities such as: people or financial management, external client/customer relationship development, project or process management leadership.</li> <li>Possesses and applies comprehensive knowledge to the completion of complex assignments.</li> <li>May be responsible for entire projects or functions, or portions of projects having considerable scope/impact.</li> <li>Analyzes new capabilities for application to the organization.</li> <li>Frequently contributes to strategy within a unit/department/school.</li> <li>Establishes priorities; assigns functions; maintains quality control.</li> <li>Errors may have significant impact on operations and/or profits within the organization.</li> <li>Provides expert guidance to lower level staff.</li> </ul>
Characteristic Duties		<ul style="list-style-type: none"> <li>Participates in varied information technology areas including configurations; implementations and applications; software and hardware issues.</li> <li>Assists with analysis of services and needs; participates in analysis of user reports of system problems and resolves basic issues; recommends improvements; monitors systems;</li> </ul>	<ul style="list-style-type: none"> <li>Configures, modifies and maintains networks; analyzes requirements and strategies for complex networks; provides resolution to performance problems; provides and monitors technology tools, software and hardware; documents systems changes and procedures; analyzes system logs and problems.</li> <li>Configures, modifies, audits, secures and maintains computer databases.</li> <li>Develops storage management systems and provides for backups.</li> </ul>	<ul style="list-style-type: none"> <li>Manages cross-campus or campus function with the conducting of assessments, evaluation of new and emerging technologies.</li> <li>Provides specialized expertise in the design and evaluation of major new systems.</li> <li>Provides operational support for highly complex infrastructure services.</li> <li>Manages all infrastructure activities including testing, analysis of all technology</li> </ul>

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Level	IT1	IT2	IT3	IT4
Characteristic Duties, cont'd		<p>documents fact-finding and study results; prepares operating procedures; may supervise support staff.</p> <ul style="list-style-type: none"> <li>• Provides or coordinates user training on systems and equipment.</li> <li>• Performs standard security procedures to protect information systems; understands security needs; conducts evaluations of security functions and takes actions regarding security issues.</li> <li>• Oversees equipment repair activities; installs and tests hardware and application software; participates in project planning.</li> <li>• May provide technical expertise, system configuration and user support in meeting systems needs at a department level.</li> </ul>	<ul style="list-style-type: none"> <li>• Plans, coordinates and implements security measures to protect information systems; prepares cost studies concerning acquisition and implementation of new security technologies.</li> <li>• Participates in planning and designing infrastructure for internet access and web services.</li> <li>• Supervises installation and testing of operating systems and end user software; Supervises daily operations of network operations center.</li> <li>• Monitors and audits system usage, security and back up procedures.</li> <li>• Recommends and provides technical expertise relative to specification, selection and purchase of software and hardware.</li> <li>• Supervise support staff.</li> </ul>	<p>components and system facilities to ensure operational status; manages all corrective actions necessary to provide adequate infrastructure performance.</p> <ul style="list-style-type: none"> <li>• Prepares extensive cost studies concerning the acquisition and implementation of new technologies in hardware and software; participates in pre-contract negotiation and post-contract compliance.</li> <li>• Directs others making changes to technology infrastructure systems.</li> <li>• Develops security policies and standards; recommends and develops infrastructure disaster recovery.</li> <li>• Participates in and provides input in strategic planning for technology infrastructure systems design and evaluation of new computing systems.</li> <li>• Leads multiple concurrent projects, including development of plans and estimates.</li> </ul>
Minimum Education/ Experience (or equivalent)		<ul style="list-style-type: none"> <li>• BS/BA in related discipline.</li> <li>• Combinations of related education and experience will be considered</li> <li>• Generally 0-2 years of experience in related field;</li> </ul>	<ul style="list-style-type: none"> <li>▪ BS/BA in related discipline.</li> <li>▪ Combinations of related education and experience will be considered</li> <li>▪ Generally 2-5 years of experience in related field.</li> </ul>	<ul style="list-style-type: none"> <li>▪ BS/BA in related discipline.</li> <li>▪ Combinations of related education and experience will be considered</li> <li>▪ Generally 5-8 years of experience in related field.</li> </ul>

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Level	IT5	IT6
Level Overview	<ul style="list-style-type: none"> <li>• Generally responsible for a large unit/ department or multiple functions within a responsibility center.</li> <li>• May manage a large system-wide program/project through matrix management.</li> <li>• Frequently engage in reviewing analyses, refining goals and initiatives, reviewing forecasts and determining courses of actions.</li> <li>• Set infrastructure strategy within their unit/department/function.</li> <li>• Develops and manages business plans and budgets for functional area or projects.</li> <li>• Analyzes the effectiveness of and establishes future direction for functional policies and programs.</li> <li>• Aligns policies/products and development efforts with responsibility center strategies.</li> <li>• Errors may have significant impact on operations and/or profits within the organization/campus.</li> <li>• Provides expert guidance to lower level staff.</li> <li>• Operates with limited oversight.</li> </ul>	<ul style="list-style-type: none"> <li>• Manages an unusually large university-wide function or a broad campus IT function performing highly specialized or more complex tasks, with high strategic importance to university/campus (has unusually heavy impact on financial and business results).</li> <li>• Establish broad plans and formulates policies for functional area for the campus or university.</li> <li>• Accountable for long term planning, budgetary planning and direction and coordination of staff.</li> <li>• Errors have significant impact on future operations of the organization/campus/university.</li> </ul>
Decision Making	<ul style="list-style-type: none"> <li>• Typically involved in, if not the initiator of establishing policies, procedures and practices.</li> <li>• Has latitude in decision making.</li> <li>• Decision making is based on the analysis of problems with little precedent.</li> </ul>	<ul style="list-style-type: none"> <li>• Decision latitude is wide, minimally constrained by university/campus policies.</li> </ul>
Characteristic Duties	<ul style="list-style-type: none"> <li>• See Level Overview</li> </ul>	<ul style="list-style-type: none"> <li>• See Level Overview</li> </ul>
Minimum Education/ Experience (or equivalent)	<ul style="list-style-type: none"> <li>• BS/BA in related discipline.</li> <li>• Combinations of related education and experience will be considered</li> <li>• Generally 5-8 years of experience in related field including managerial experience. ---OR---</li> <li>• Masters plus three years related experience including managerial experience.</li> </ul>	<ul style="list-style-type: none"> <li>▪ BS/BA in related discipline.</li> <li>▪ Combinations of related education and experience will be considered</li> <li>▪ Generally 8+ years of experience in related field including managerial experience; certification is required in some areas ---OR---</li> <li>• Masters plus 5 years related experience including managerial experience.</li> </ul>