CAREER LADDERS - TECHNICAL SERVICES (DTI)

Administration

Administration

Job Code	Job Title	Pay Plan Grade	FLSA Status	Job Summary	Career Ladder Program Type
2188	Associate Vice President, Information Technology and CIO	023	E	Establishes and implements the University's strategic plan for all technology-related initiatives. Guide the University's technology strategies and oversees all administrative, academic and research technology systems and operations enabling the university to meet its teaching, learning, service and community engagement goals in an efficient, secure and effective manner.	Individualized
2274	Executive Director, Information Technology and Deputy Chief Information Officer	021	E	Provides oversight of the Information Technology managers and project leaders, addressing projects, compliance, operations, support, and service projects. The Executive Director assists the Chief Information Officer in the strategic management and direction of all IT programs, services, and policies for the university, and provides technical leadership, consultation, and expertise to the university community in a variety of service delivery areas.	Individualized
2412	Director, PeopleSoft Business Process and Services	020	E	Provides oversight and direction for PeopleSoft business operations and service, and oversees business processes reviews and business process re-engineering.	Individualized

Enterprise Systems

Enterprise Systems

Job Code	Job Title	Pay Plan Grade	FLSA Status	Job Summary	Career Ladder Program Type
2216	Director, Enterprise Systems	020	E	Directs the administrative application development group and web application development projects, manages administrative technology service projects, and maintains the student information system application.	Individualized
2319	Assistant Director of Enterprise Systems Projects and Operations	019	E	Provides oversight of all projects and business operations for the IT Enterprise Systems group.	Pre-Defined
3906	Oracle System Analyst	018	E	Designs, develops, and maintains application processes associated with the Oracle-based ERP systems, and Peoplesoft.	Pre-Defined
4082	Functional Analyst III	017	NE	Provides technical assistance and support to end-users, troubleshoots issues, and maintains enterprise-wide applications used by the university to perform its daily operations.	In-Range
4080	Functional Analyst II	016	NE	Provides application functional support and coordinates technology development needs between the end users and the Information Technology developers	Pre-Defined
4326	Oracle Programmer Analyst	015	NE	Establishes and maintains the student information system reports and forms.	Pre-Defined
3070	Data Analytics Developer	015	E	Responsible for developing, maintaining, and supporting the business intelligence solutions for the university. This includes the collection, aggregation and analysis of data from multiple sources to provide reporting and interactive visualization for functional management and decision making users.	In-Range
4081	Functional Analyst I	014	NE	Provides application functional support and coordinates technology development needs between the end users and the Information Technology developers.	Pre-Defined

CAREER LADDERS - TECHNICAL SERVICES (DTI)

Web Development

Web Development

Job Code	Job Title	Pay Plan Grade	FLSA Status	Job Summary	Career Ladder Program Type
2462	Assistant Director, Web Applications and Sharepoint Systems	019	E	Supervises, mentors, and provides technical guidance for a group of IT technical staff that is responsible for web application development, maintenance, and for the SharePoint application development, maintenance, and support.	Individualized
3910	Web Programmer IV	018	E	Designs, develop, and maintains database-driven web applications, using various tools such as Oracle, People Tools, and Microsoft, providing an easy and cohesive digital interaction experience for university staff, faculty, and students.	Pre-Defined
3909	Website Administrator	017	E	Updates and maintains the university website and other web applications, and provides support for website editors and users, ensuring that website content and coding is correct.	In-Range
3905	Web Programmer III	017	E	Designs, develops, and maintains database driven web applications.	Pre-Defined
3901	Web Programmer II	016	E	Develops and maintains database-driven web applications for employees and students.	Pre-Defined
3067	Manager, Web Development	016	E	Develops email templates for both internal and external communications for the University Relations department, as well as web templates and web parts to improve our users' experience.	
3174	Manager, Web & Digital Media Content	015	E	The Manager, Web & Digital Media Content will develop and create websites, pages, templates, digital media and content for the University's website and other digital platforms. The Manager will serve as a key resource for all website technicians with their maintenance, support, and improvements as requested.	In-Range
4009	Web Programmer I	015	E	Develops and maintains database driven web applications for employees and students.	Pre-Defined
4011	Web Developer	014	E	Develops and creates websites, pages, templates, and content for the University's website.	In-Range

Technical Services

Systems Administration

Job Code	Job Title	Pay Plan Grade	FLSA Status	Job Summary	Career Ladder Program Type
2460	Director, Technical Services	020	E	Leads the Technical Services section in the IT department, which consists of the Windows, Linux, and Networking teams that support the enterprise-wide infrastructure of the university.	Individualized
2234	Assistant Director, Network Systems	019	E	Provides direction and leadership to the Network team and serves as backup to the Director of Technical Services.	In-Range
2235	Assistant Director, Systems	019	E	The Assistant Director, Systems will oversee the design, implementation, and management of universities technology assets. The Assistant Director will have a deep understanding of systems, cloud computing, and security best practices. They will lead a team of IT professionals and collaborating with various departments within the organization to ensure the smooth operation of our technology systems.	In-Range
3010	Cloud Architect	019	E	The Cloud Architect is responsible for the overall planning, designing, managing and maintenance of the operational status of Office 365, Azure Cloud environment along with other infrastructure components.	In-Range

CAREER LADDERS - TECHNICAL SERVICES (DTI)

Job Code	Job Title	Pay Plan Grade	FLSA Status	Job Summary	Career Ladder Program Type
2232	Assistant Director, Networking Infrastructure	018	E	Manages the Telecommunications and the Video Network Services functions at the university. The Assistant Director consults on and makes recommendations in relation to projects as required, and supervises team members in other sections in the absence of the Director.	In-Range
3911	Systems Administrator IV	018	E	Provides technical support and services to internal and external users for many of the enterprise technologies utilized by the university.	In-Range
2803	Systems Administrator III	017	E	Performs various technical computer maintenance tasks relating to the configuration, installation, troubleshooting, repair, and general maintenance of the university computer systems.	Pre-Defined
4115	Systems Administrator II	016	NE	Maintains and administers the enterprise-wide server infrastructure, ensuring system availability and business continuity on the university campus.	Pre-Defined
3907	Systems Integration Admininstrator	016	E	Administers system-level support of information systems, including the installation, configuration, troubleshooting, repair, maintenance, and support of these systems, with a primary focus on Blackboard.	Pre-Defined
4205	Research Computing System Administrator	016	NE	The Research Computing System Administrator facilitates access to high performance computing resources in support of faculty and student research; provides assistance with system setup, hardware and software maintenance of existing High Performance Computing (HPC) resources, helps manage HPC users, provides support and training for	In-Range
4430	Systems Administrator I	015	NE	Analyzes, implements, administers, updates, supports, and evaluates the performance of the university operating system environments and client-server applications.	Pre-Defined

Data Warehousing

Job Code	Job Title	Pay Plan Grade	FLSA Status	Job Summary	Career Ladder Program Type
2219	Assistant Director, Enterprise Database and Data Warehousing Services	019	E	Manages a group of database administrators and developers within the Enterprise System department, and ensures that the Enterprise administrative, academic, and business intelligence systems and development processes deploy and run successfully.	In-Range
2413	Data Base Administrator	018	E	Maintains and supports databases, including the SQL server database, by backing up, migrating, managing space, troubleshooting, and upgrading systems as required.	Pre-Defined
3903	Assistant Director, Server and Storage Systems	018	E	Manages the team that is responsible for servers, storage, data protection, and network critical physical infrastructure which provides the backbone for all the University's Information Technology services.	Pre-Defined
4421	Storage Systems Administrator II	016	NE	Administers and maintains all storage, backup, and recovery systems and related infrastructure for the university.	Pre-Defined
4431	Storage Systems Administrator I	015	NE	Administers and maintains all storage, backup, and recovery systems and related infrastructure for the university.	Pre-Defined

Network Administration

Job Code	Job Title	Pay Plan Grade	FLSA Status	Job Summary	Career Ladder Program Type
4377	Network Administrator IV	019	E	Provides planning, design, execution, and support for complex network Enterprise infrastructure and technologies for the university, ensuring that secure, scalable, and robust network services are readily available for students, faculty, staff, vendors, and guests.	In-Range
4376	Network Administrator III	017	E	Provides planning, design, execution, and support for complex network Enterprise infrastructure and technologies for the university, ensuring that secure, scalable, and robust network services are readily available for students, faculty, staff, vendors, and guests.	Pre-Defined

3902	Network Administrator II	016	E	Provides planning, design, implementation, support, and monitoring of complex network, security, and cloud infrastructure for the university, ensuring that enterprise-wide applications, internet, and intranet services provided to students, faculty, staff, vendors, and guests are secure, robust, and readily available.	Pre-Defined
4318	Network Application Specialist II	016	NE	Analyzes, recommends, tests, implements, and supports specialized network and web-based applications. The Specialist develops Microsoft SharePoint sites and workflows that specific departments use, supports the university website, and liaises between technical staff and university users for specialized network and web-based applications.	In-Range
4374	Network Administrator I	015	NE	Provides planning, design, implementation, support, and monitoring of complex network, security, and cloud infrastructure for the university, ensuring that enterprise-wide applications, internet, and intranet services provided to students, faculty, staff, vendors, and guests are secure, robust, and readily available.	Pre-Defined
4316	Network Application Specialist I	014	NE	Analyzes, recommends, implements, and supports major network-based applications and supports Information Technology implementations.	Pre-Defined

Computing/Telecom

Computing

Job Code	Job Title	Pay Plan Grade	FLSA Status	Job Summary	Career Ladder Program Type
2547	Director, IT Infrastructure and Communication Services	020	E	Maintains responsibility for IT infrastructure services and technology, including data center operations and video, data, and voice networks. The Director also has responsibility for IT technology inventory, maintenance, and support.	In-Range
4061	Manager, Classroom Technology and Event Support	016	NE	Manages services and access to technology in classrooms, and provides media support for non-classroom events, including, but not limited to, functions, live and virtual conferences, and seminars.	In-Range
4003	Manager, Computing Operations	016	NE	Manages the staff and daily operations to include computer installation, repairs, deliveries, equipment life-cycle and inventory management.	In-Range
4131	Computing Operations Specialist III	014	NE	Supports and maintains functionality of all computer hardware equipment throughout the university, including PCs, laptops, printers, scanners, and any other IT related equipment, ensuring that equipment is operational at all times for staff, faculty, and students.	In-Range
4386	Telecommunications Analyst	014	NE	Maintains telecommunication needs throughout the university community through a phone switch system, phone mail server, voice mail server, call center applications, network infrastructure, and telephone equipment.	In-Range
4130	Computing Operations Specialist II	013	NE	Supports and maintains the functionality of all computer hardware equipment throughout the university, including PCs, laptops, printers, scanners, and any other IT-related equipment, ensuring that equipment is operational at all times for staff, faculty, and students.	Pre-Defined
4387	Telecommunications Specialist	013	NE	Maintains and supports the University's physical network and telecom infrastructure, including, but not limited to, voice, data, audio, and video services.	Pre-Defined
4121	Supervisor, IT Asset Management	013	NE	Accounts for and manages IT equipment lifecycles, from delivery to the removal and disposal of IT equipment.	In-Range
4305	Computing Operations Specialist I	012	NE	Maintains, repairs, and services all university computing equipment to ensure that all faculty, staff, and students are satisfied and able to work without any problems.	Pre-Defined

| 4123 | IT Asset Management Assistant t | 010 | NE | Maintains equipment inventory using an inventory software database and assists with IT equipment lifecycle management. | Pre-Defined |

Multimedia

Job Code	Job Title	Pay Plan Grade	FLSA Status	Job Summary	Career Ladder Program Type
4140	Manager, Video Production and Digital Signage Services	017	NE	Manages and plans all the university's video production, lecture capture, and digital signage efforts and needs while overseeing the staff who perform these tasks.	In-Range
4248	Video Network & AV Specialist II	014	NE	Provides, configures, installs, programs, and documents audio/visual systems, including creating design drawings as required. The Specialist works closely with the Assistant Director of the group, and addresses all complex issues in the audio visual spaces at the university.	Pre-Defined
4122	Multi-Media Engineer III	014	NE	Provides multi-media support to all campus users relating to everyday equipment use, and for university events.	In-Range
4145	Video Production Specialist III	013	NE	Provides audio, video, and web production support and training to faculty and staff.	In-Range
4148	Video Network & AV Specialist I	013	NE	Supports, researches, designs and implements infrastructures for Video Network Services; provides support to evening distance learning classes; assures quality transmission; serves as second level technical support to information technology video operations.	Pre-Defined
4120	Multi-Media Engineer II	013	NE	Provides multi-media support to all campus users relating to everyday equipment use, and for university events.	Pre-Defined
4119	Video Production Specialist II	012	NE	Monitors multimedia production while providing technical support during all university video recordings.	Pre-Defined
4065	Multi-Media Engineer I	011	E	Provides multi-media support to all campus users relating to everyday equipment use, and for university events.	Pre-Defined
4118	Video Production Specialist I	011	NE	Provides video production, audio recording, and lecture capture support to faculty and staff.	Pre-Defined

Instructional Technology

Learning Services

Job Code	Job Title	Pay Plan Grade	FLSA Status	Job Summary	Career Ladder Program Type
2150	Director, Technology Learning Services	019	E	Administers and directs the long-range planning, purchasing, developing, managing, and evaluation of instructional, learning, and support services of technologies, IT training, multi-media and event planning, video editing and production, and digital signage services.	Individualized
4005	Manager, IT Training and Blackboard Support	017	E	Manages and oversees all daily activities, operations, and customer service of the IT Trainer(s) and Blackboard Support Staff members. The Manager serves as training coordinator and products and services marketing promoter.	In-Range
4108	Support & Training Specialist III	015	NE	Facilitates and delivers trainings and creates business process and supplemental workflow documentation for distribution to university employees. The Specialist maintains the University's online help desk ticket system for Campus Solutions Services.	In-Range
4144	Technology Trainer III	015	NE	Provides comprehensive technology training, including design, development, and delivery, on all technology products provided by the university to staff, faculty, and students.	In-Range

4107	Support & Training Specialist II	014	NE	Facilitates training, troubleshoots, offers guidance, and spreads awareness about new tools and technology to faculty, staff, and students.	Pre-Defined
4143	Technology Trainer II	014	NE	Develops and delivers training and support on all technology products provided by the university to staff, faculty, and students.	Pre-Defined
4142	Technology Trainer I	012	NE	Delivers training on all technology products provided by the university to staff, faculty, and students.	Pre-Defined
4320	Support & Training Specialist I	012	NE	Administers the Blackboard LMS and provides support and training for faculty, staff, and students using Blackboard and other online learning technologies provided by the University.	Pre-Defined

User Support

IT User Support

Job Code	Job Title	Pay Plan Grade	FLSA Status	Job Summary	Career Ladder Program Type
2217	Director, User Support Services	019	E	Directs the university's essential services related to the deployment, support, security, maintenance, and de-provisioning of all technology and accounts used by students, staff, faculty, alumni, retirees, and guests.	Individualized
3908	Associate Director, User Support Service	018	E	assists with all aspects of technology support including planning and managing resources; budget review and allocation, directing Service Desk operations, managing technical support staff, overseeing University wide projects, researching, identifying, and implementing new technology.	Pre-Defined
3201	Assistant Director, User Support Services-Technical Services	017	E	Manages all technical systems including responsibility for overseeing research, development, implementation and support.	Pre-Defined
3805	Assistant Director, Labs and IT Services	017	E	The Assistant Director, Labs and IT Services directs IT Services support efforts including supervision of IT Service and Lab Service Managers and oversees all systems, facilities, and services related to building management.	Pre-Defined
3614	Manager, Service Desk	016	E	Manages Service Desk operations and junior technical support staff. The Manager functions as tier II support for IT to analyze complex technical problems and develop plans to address issues contributing to all aspects of technical support for faculty, staff, and students.	Pre-Defined
3904	Manager, IT Services	016	E	The Manager of Information Technology (IT) Services manages IT Services including labs, electronic classrooms, presentation rooms, and IT personnel including student workers.	In-Range
3087	Mgr, IT Lab Services	015	NE	Manages computer lab operations and computer lab assistants, provides technical support to users, and evaluates and test software and hardware and new technologies.	In-Range
4063	Supervisor, Call Center	015	NE	The Supervisor, Call Center supervises the Call Center tier I support personnel and functions as tier II support for IT. The Supervisor analyzes complex technical problems and develops plans to address issues contributing to all aspects of technical support for faculty, staff, and students.	In-Range
4060	Coordinator, Desktop Replacement	015	NE	Manages the Desktop Computing Project and Satellite Lab Upgrade Project including scheduling and supervising a rotational staff and tracking all replacements. This position also functions as tier II support for IT to analyze complex technical problems and develop plans to address issues contributing to all aspects of technical support for faculty, staff, and students.	In-Range
4277	User Support Specialist IV	015	NE	Analyzes complex technical problems and develops plans to address issues, assisting in the provision of technology support to the organization as a whole.	In-Range

CAREER LADDERS - TECHNICAL SERVICES (DTI)

4276	User Support Specialist III	014	NE	Provides technology support on products ranging from applications to hardware to the campus community.	Pre-Defined
4274	User Support Specialist II	013	NE	Provides day-to-day technical assistance to students, faculty, and staff related to the operations of computer software, hardware, and network issues, ensuring a high degree of customer satisfaction.	Pre-Defined
4275	User Support Specialist I	012	NE	Provides day-to-day technical assistance to students, faculty, and staff related to the operations of computer software, hardware, and network issues, ensuring a high degree of customer satisfaction.	Pre-Defined

IT Projects

Administration

Job Code	Job Title	Pay Plan Grade	FLSA Status	Job Summary	Career Ladder Program Type
2211	Director, IT Project Management Office	020	E	Responsible for the overall IT project management functions, including providing leadership and direction for the IT PMO processes and functions. This role ensures appropriate resources are applied to IT projects and project requirements are achieved in a high quality and timely fashion within budget expectations. The Director works closely with IT leadership and high level project stakeholders including university executives.	Individualized
2431	Information Technlogy Project Manager and Business Analyst II	018	E	Manages and leads IT projects across the university, facilitating project teams through initiating, planning, executing, and controlling projects, ensuring that projects are delivered on time, on budget, and within scope.	Pre-Defined
2231	Information Technlogy Project Manager and Business Analyst I	017	E	Leads IT related projects within the university, ensuring that the right resources are assigned, and that the projects are completed within budget and scope.	Pre-Defined
3175	IT Project Coordinator	014	NE	Assists the Project Management Office with managing the Enterprise Systems projects that are assigned to their developers and/or team.	In-Range

Non-IT Technical Staff

Functional Systems

Job Code	Job Title	Pay Plan Grade	FLSA Status	Job Summary	Career Ladder Program Type
2473	Director, Campus Solutions Services	017	E	The Director of Campus Solution Services provides PeopleSoft system support to the UHD community and coordinates and executes user security procedures and protocols. The Director serves as a liaison between UHD and UHS in relation to system enhancements, testing, validation, communication, and review approval, and ensures that system upgrades are in compliance with UHS guidelines and UHD policies and procedures.	Individualized
2475	Assitant Director, Campus Solutions Services	016	E	The Assistant Director provides senior-level functional support and direction in developing, implementing, maintaining, and enhancing software application modules. Serves as a liaison for UHD and other UHS institutions to ensure policies and procedures are followed.	In-Range

3083	Applications Manager	017	E	Provides division-wide support and administration of specialized applications, web services, application development and databases. This position is also responsible for management of the internal and public websites for the division.	In-Range
2478	Campus Solutions Services Technical Analyst II	015	E	The Functional Technical Support Analyst II, manages the development of all PeopleSoft-Campus Solutions system (PS-CSS) functionality, implementation, maintenance, and enhancement of the Student Administrative and Advising (SAA) modules, including Academic Advising, Admissions, Prospects, Records, and Transfer of Credits. Responsible for managing the testing, training, and implementing of upgrades for the PeopleSoft SAA system for the UHD campus.	Pre-Defined
2477	Campus Solutions Services Technical Analyst I	014	E	The Functional Technical Support Analyst I manages the development of full functionality, implementation, maintenance, and enhancement of the PeopleSoft Student Administrative and Advising (SAA) modules, including Academic Advising, Admissions, Prospects, Records, and Transfer of Credits.	Pre-Defined
2103	Functional Technical Support Analyst	014	E	Conceptualizes, develops, implements, and maintains technologies to support student information systems, and provides support to the team as new developments and initiatives arise within the systems.	In-Range

User Support

Job Code	Job Title	Pay Plan Grade	FLSA Status	Job Summary	Career Ladder Program Type
4090	College Web Technical Support Specialist	012	NE	Provides general technical support to students, faculty, staff, and visitors of the college.	In-Range
4105	Technical Support Specialist II	012	NE	Maintains the inventory, provides technical support, and assists with the day to day functions of the Mathematics and Statistics department.	Pre-Defined
5146	Supervisor, Library Computer Lab	012	NE	Oversees the operation of the library's computer lab and the study room management system, ensuring that they function in a smooth and efficient manner.	In-Range

Management Systems

Job Code	Job Title	Pay Plan Grade	FLSA Status	Job Summary	Career Ladder Program Type
2558	Director, Enrollment Management Systems	017	E	Directs the planning, implementation and administration of information technology systems and processes for Enrollment Management Services. The Director prioritizes the implementation of technology systems with internal and business needs.	Individualized
2132	Coordinator, Management Systems III	016	E	Researches, evaluates, implements, and provides support for desktop enterprise software application systems to facilitate the operation of university processes.	In-Range
2334	Assistant Director, Admissions Management Systems	015	E	Provides functional and technical support for the systems integration and technology processes with the student information system and software applications for the Admission Office's operation.	In-Range
2131	Coord, Management Systems II	015	E	Researches, evaluates, implements, and provides support for desktop enterprise software application systems; develop ad-hoc computer programs.	Pre-Defined
2135	Coordinator, Management Systems I	014	E	Researches, evaluates, implements, and provides support for enterprise software application systems to facilitate the operation of university processes.	Pre-Defined

CAREER LADDERS - TECHNICAL SERVICES (DTI)

Multi-Media/Learning

Job Code	Job Title	Pay Plan Grade	FLSA Status	Job Summary	Career Ladder Program Type
3088	Instructional Designer	015	E	Promotes innovation, efficiency, and student engagement in online or face-to-face university courses, by utilizing tools and skills to design and develop quality courses that reinforce student learning and meet desired outcomes.	In-Range
2118	Manager, Videography	014	E	Manages, plans and directs all video for the Division of Advancement and University Relations and others as needed. This position works closely with multiple departments assisting staff and faculty across the University.	In-Range

Projects

Job Code	Job Title	Pay Plan Grade	FLSA Status	Job Summary	Career Ladder Program Type
2410	Manager, Technical Projects	015	E	The Manager of Technical Projects is responsible for the coordination, tracking, and reporting of the technical projects in the Office of the Provost and throughout Academic and Student Affairs. The Manager assumes a broad set of responsibilities which include managing deadline calendars, task lists, and project teams affiliated with these projects. The Manager oversees the development and management of all webpages under Academic Affairs in accordance with university standards and under the direction of the Assistant Director, Academic and Student Affairs.	In-Range