IT Analyst/ Programmer	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.
IT Architect/ Engineer	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.
IT Auditor	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.
IT Business Intelligence & Data Analyst	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.
IT Business Systems Analyst	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.
IT Client Support Manager	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.
IT Database Administrator	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.
IT Instructional/ Classroom Support Professional	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.
IT Integration and Solutions Professional	Integrates technical capabilities and solutions across a broad spectrum of information technology disciplines in order to address the needs of an assigned client base: collaborates with engineers or developers to identify system data, hardware, or software components; develops system engineering, software engineering, system integration, or distributed system architectures; ensures compatibility of system components; performs security analyses; develops project plans, schedules, or budgets. *Note: This classification is not intended for individuals whose majority of work effort can be captured by one of the other more specialized EHRA IT professional classifications, nor is it intended for individuals whose role is primarily to provide routine technical or help desk support or manage information technology projects.*

IT Manager	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.
IT Network Administrator	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.
IT Project Manager	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.
IT Security Professional	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.
IT System Administrator	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.
IT Web Designer/ Developer	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.

Level	Span of Authority	Supervisory Duties	Independent Authority	Education, Experience, Special Skills (or equivalent education/experience)
I	Unit(s) or School-/Division-wide	None to few	Some decision-making with minimal/local impact; affects typically one system	• Entry-level with Masters; • Bachelors and 0-2 yrs experience
II	School-/Division-Wide or Institution-wide	Few to many (some may be EHRA)	Often makes decisions that can affect school/division or large parts of institution; affects local systems and/or faculty and staff	• Mid-career with Masters and 1-2 yrs experience; • Bachelors and 2-4 yrs experience
III	Institution-wide and/or Community	Many (some may be EHRA and/or managers)	Daily decision-making with broader, often institution-wide, impact; affects other systems and/or faculty and staff	• Mid- to late-career with Masters and 2-4 yrs experience; • Bachelors and 3-5 yrs experience

• *For management-level roles, also include with the above requirements 1-2 years of supervisory experience.*
• *Institutions may require additional certifications as deemed appropriate for specific job duties.*
• *Auditor positions also may require certification(s).*