



Information Technology Job Summaries

Job Code	Job Title	University Job Summary
24713 24712 24711	Chief Information Technology Officer	Chief Information Technology Officers provide strategic executive leadership for all information technology activities, programs, and services. They are responsible for strategic development and administration of the IT mission, goals, programs, and student activities and services. They Works directly with the Board, Governor, elected officials, alumni, donors and the community to advance the mission of the university. They possess the authority to set and change the strategic goals of the areas assigned and exercise considerable latitude on how results are achieved. They exercise independent judgement for complex issues where the quality of decision-making has a critical impact on students, the strategic and operational goals of assigned areas, and the university mission. Chief Information Technology Officers typically report to the university president.
24613 24612 24611	Deputy Chief Information Technology Officer	Deputy Chief Information Technology Officers provide executive leadership to information technology activities, programs, and services. They are responsible for providing assessment of programming, policy development, and budget development and oversight. They may be responsible for the performance and development of directors, managers, professionals, and support staff. They may represent the Chief Information Technology Officer (CIO) by articulating the university's vision, mission, and values to internal and external stakeholders. Under the direction of the CIO, Deputy Chief Student Services Officers possess the authority to set and change the strategic goals of the business units or functional areas assigned, exercising considerable latitude on how results are achieved. Deputy Chief Information Technology Officers typically report to the CIO.
24516 24515 24514	Senior Information Technology Officer	Senior Information Technology Officers provide strategic executive leadership for all information technology activities, programs, and services. They are responsible for strategic development and administration of the IT mission, goals, programs, and student activities and services. Utilizing a comprehensive knowledge of the service or functional area, Senior Information Technology Officers provide strategic and long-term planning, implementation, and assessment of major functional areas and ensure long-term goals are supported by the appropriate allocation of staff, space, and financial resources. They articulate the university's vision, mission, and values to internal and external stakeholders. Actions at this level have a critical impact on the overall university service delivery and legal compliance. Under the direction of the Chief Information Technology Officer (CIO), Senior Information Technology Officers possess the authority to set and change the strategic goals of the areas assigned and exercise considerable latitude on how results are achieved. They typically report to the CIO.
24513 24512 24511	Information Technology Officer	Information Technology Officers provide strategic leadership and management of information technology objectives, ensuring long-term goals are aligned with industry best practices. They provide strategic and long-term planning, implementation, and assessment of major functional areas and ensure long-term goals are supported by the appropriate allocation of staff, space, and financial resources. They articulate the university's vision, mission, and values to internal and external stakeholders. Actions at this level have a critical impact on the overall university service delivery and legal compliance. In consultation with the Chief or Deputy Chief Information Technology Officer, Information Technology Officers possess the authority to set and change the



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		strategic goals of the business units or functional areas assigned and exercise independent judgment for complex issues while unprecedented issues may be referred to a higher level for resolution. They typically report to executive leadership.
24416 24415 24414 24413 24412 24411	Director, Information Technology	<p>Directors typically provide operational management for a university-wide Information Technology program within a division, center, or department with shared-responsibility for planning, policy formation, and strategic implementation of programs or services. They typically ensure policy and legal compliance and manage other professional staff. Directors collaborate with internal and external constituents to achieve overall strategic goals. They have a significant impact within the department, influencing service delivery and operational goals. Under the direction of senior leadership, they exercise independent judgement for complex issues to ensure departmental objectives are met. They typically report to executive leadership.</p> <p>NOTE: The Director job is a supervisory job and is intended for positions that have three or more full-time direct reports who are typically managers of functional areas. Positions that meet the scope of the Director job that have fewer than three full-time direct reports should be placed in the Senior Administrator job.</p> <p>Senior Directors are responsible for long-range strategic planning and must possess a comprehensive knowledge of the service or functional area. They advance the service or functional area's strategic goals through innovative new programs, services, or practices. Senior Directors assume a higher level of responsibility and authority in compliance and legal matters.</p>
24336 24335 24334 24333 24332 24331	Manager, Information Technology	<p>Managers serve as operational managers responsible for one or more Information Technology program's daily administration. They may be responsible for areas such as ensuring policy and legal compliance; administering budgets; managing multimedia communications; recruiting, training, and supervising a team of staff, interns, or students; and special projects and other related operational activities. In consultation with senior leadership, they develop processes and implement new programs. They have a measurable impact within the department and influence service delivery in the school, department, or business unit. Managers work under intermittent supervision, resolving routine-to-complex issues independently. They typically report to a director or senior administrator.</p> <p>NOTE: The Manager job is a supervisory job and is intended for positions that have three or more full-time direct reports. Positions that meet the scope of the Manager and Senior Manager jobs and have fewer than three full-time direct reports should be placed in the Administrator job.</p> <p>Senior Managers participate in long-range strategic planning, which requires a comprehensive knowledge of the service or functional area. They advance the service or functional area's strategic goals beyond daily operations through innovative new practices. Senior Managers assume a higher level of responsibility and authority in compliance and legal matters.</p>
24326 24325 24324 24323	Supervisor, Information Technology	Supervisors provide oversight of daily operations of a small-to-medium team of Information Technology staff. They may be May be located within an academic school, department, auxiliary program, or business unit. Supervisors ensure that day-to-day operations align with short-term goals and objectives; may help senior leadership



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24322 24321		<p>develop processes or implement new programs and/or services; and may serve as liaisons between internal departments or functional areas. They may serve as resources for lower-level staff. Their decision-making has a measurable impact on service delivery and operational goals. Supervisors work under intermittent supervision, resolving routine-to-complex issues independently and referring more complex issues to higher-level management. They typically report to a manager or director or in some areas may report to an administrator.</p> <p>NOTE: The Supervisor job is intended for positions that, as a general rule, have three or more full-time direct reports. However, the nature of some job families and the intentional staffing patterns allow for supervisor positions that manage the work assignments, hiring, and discipline of hourly (wage) and/or student positions, or internal work functions.</p> <p>Senior Supervisors participate in long-range strategic planning, which requires a comprehensive knowledge of the service or functional area. They advance the service or functional area's strategic goals beyond daily operations through innovative new practices. Senior Supervisors assume a higher level of responsibility and authority in compliance and legal matters.</p>
24916 24915 24914 24913 24912 24911	Administrator, Information Technology	<p>Administrators provide administrative management of one or more functional units, departments, or business units. They are typically responsible for overseeing and coordinating all administrative affairs, with strategic management of daily operations as a primary purpose. The role may have direct and indirect reports. They typically serve as liaisons between internal departments or functional areas in order to achieve operational goals and serve as a resource to lower-level staff. Their decision-making has a significant impact on service delivery and student success. Administrators work under intermittent supervision, resolving complex issues independently and referring unprecedented issues to a higher level. They typically report to executive or senior leadership.</p> <p>NOTE: The primary purpose of the administrator job is the strategic management of daily operations and not primarily supervision, although the role may have direct and indirect reports.</p> <p>Senior Administrators serve in a senior capacity with the equivalent scope and authority of the Director role but with fewer than three functional area managers as direct reports. They are responsible for long-range strategic planning and the application of a comprehensive knowledge of the service or functional area. They advance the service or functional area's strategic goals beyond the internal scope of the department through innovative new programs, services, or practices. Senior Administrators assume a higher level of responsibility and authority in compliance and legal matters.</p>
24276 24275 24274 24273 24272 24271	Information Technology Project Manager	<p>Information Technology Project Managers oversee routine to moderately complex technology projects. Their typical duties may include assembling project teams, assigning individual responsibilities, developing project schedules and determining and acquiring resources needed. They are familiar with the entire scope and requirements of the project and serve as liaison between team members and the functional area management requesting the project. They may work independently or as part of a team. They work under general supervision, making routine to complex decisions independently and referring unprecedented issues to an upper-level manager. They</p>



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		<p>typically report to a manager or director.</p> <p>Senior Information Technology Project Managers possess greater knowledge of the IT project management field, distinguishing them from Information Technology Project Managers. They are further distinguished by the complexity of assigned work; an ability to identify options and develop solutions for unique or unprecedented situations; greater decision-making authority; and the judgment, resourcefulness, and ability to identify issues and/or areas that should be addressed differently. They are resources for others, participating in mentoring, coaching, and training.</p>
24266 24265 24264 24263 24262 24261	Information Technology Architect/Engineer	<p>Information Technology Architect/Engineers provide routine to complex analysis related to the planning, design, installation and implementation of the university core network infrastructure supporting applications, systems, and Internet connectivity. They may act as liaisons between solution stakeholders and serve as key decision makers in determining solutions. Their work is complex, requiring them to deal with "Systems of Systems" scenarios. Their typical duties may include designing and maintaining computer networks; using computer design software to model and test network plans prior to implementation; using programs to simulate adding new hubs, changing routers or making other modifications to existing networks; scheduling technician assignments and assessing budgetary needs, which may include estimating upgrade costs or switching Internet services; coordinating future direction on technical issues. They may work independently or as part of a team. They work under general supervision, making complex decisions independently and referring unprecedented issues to an upper-level manager. . They typically report to a manager or director.</p> <p>Senior Information Technology Architect/Engineers possess greater knowledge of the architect/engineer profession, distinguishing them from Information Technology Architect/Engineers. They are further distinguished by the complexity of assigned work; an ability to identify options and develop solutions for unique or unprecedented situations; greater decision-making authority; and the judgment, resourcefulness, and ability to identify issues and/or areas that should be addressed differently. They are resources for others, participating in mentoring, coaching, and training.</p>
24256 24255 24254 24253 24252 24251	Information Technology Developer/ Programmer	<p>Information Technology Developer/Programmers assists with the formulation and definition of system scope and objectives based on client needs and develop small to medium sized in-house applications. Their typical duties may include conducting systems analysis; using programming languages to write new programs; expanding and updating existing programs; writing and designing coding flow charts and models and using computer-assisted software engineering (CASE) to automate the code writing; planning and executing testing and implementation of major systems. They may work independently or as part of a team. They work under general supervision, making routine to complex decisions independently and referring unprecedented issues to an upper-level manager. They typically report to a manager or director.</p> <p>Senior Information Technology Developer/Programmers possess greater knowledge of the developer/programmer profession, distinguishing them from Information Technology Developer/Programmers. They are further distinguished by the complexity of assigned work; an ability to identify options and develop solutions for unique or unprecedented situations; greater decision-making authority; and the judgment, resourcefulness, and</p>



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24246 24245 24244 24243 24242 24241	Information Technology Systems Analyst	<p>Information Technology Systems Analysts maintain the university's physical, relational and object-oriented databases, networks, and/or systems resources across multiple platforms and computing environments. They perform highly complex work on a specific functional area, such as WAN/LAN/Internet systems (Network), security/hardware/software (Systems), or a unit's database system (Database). Their typical duties may include serving as the technical liaison between systems users, vendors and IT Services; providing project management and support; serving as the primary contact for all application systems problems and analyzing and documenting problems and recommending solutions, initiating corrective actions; coordinating application enhancements to existing computer systems; providing training and development support to client users. The nature of the work requires logical decision-making and sound problem-solving skills. They work under limited supervision, making complex decisions independently and referring unprecedented issues to an upper-level manager. Information Technology Systems Analysts typically report to a manager or director.</p> <p>Senior Information Technology Systems Analysts possess greater knowledge of the systems analysis field, distinguishing them from Information Technology Systems Analysts. They are further distinguished by the complexity of assigned work; an ability to identify options and develop solutions for unique or unprecedented situations; greater decision-making authority; and the judgment, resourcefulness, and ability to identify issues and/or areas that should be addressed differently. They are resources for others, participating in mentoring, coaching, and training.</p>
24236 24235 24234 24233 24232 24231	Business Intelligence Analyst	<p>Business Intelligence Analysts serve as a liaison between the business unit and IT development group to evaluate business system needs and/or provide business information analytics. Their typical responsibilities may include participating in business process modeling sessions, acting as a documentarian, co-facilitator, facilitator or subject matter expert in sketch sessions; conducting interviews and performing analysis to create business cases for projects; conducting preliminary investigation for all project requests by reviewing requirements, specifications, test, support and training plans to ensure they are in line with business objectives on projects; participating in business process management group efforts to collect and analyze metrics and continually improve processes owned by the group; participating in root cause analysis to recommend product enhancements or other appropriate actions to improve productivity for both the business units and IT. The nature of the work requires logical decision-making and sound problem-solving skills. They work under limited supervision, making complex decisions independently and referring unprecedented issues to an upper-level manager. Business Intelligence Analysts typically report to a manager or director.</p> <p>Senior Business Intelligence Analysts possess greater knowledge of the business intelligence analysis field, distinguishing them from Business Intelligence Analysts. They are further distinguished by the complexity of assigned work; an ability to identify options and develop solutions for unique or unprecedented situations; greater decision-making authority; and the judgment, resourcefulness, and ability to identify issues and/or areas that should be addressed differently. They are resources for others, participating in mentoring, coaching, and training.</p>



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24286 24285 24284 24283 24282 24281	Telecommunications Analyst	<p>Telecommunications Analysts provide routine to complex analysis related to the planning, design, installation and implementation of the university and health system telecommunications services. They may act as liaisons between solution stakeholders and serve as key influencers in determining solutions. They perform highly complex work that includes designing system applications, maintaining services and integrating adjunct applications in support of core voice services, voice messaging systems, and contact center applications; serving as the technical liaison between system users, vendors, university and health system IT and network teams. The nature of the work requires logical decision-making and sound problem-solving skills. The quality of their decision-making and recommendations has a measurable impact on departmental decision-making and outcomes, as well as direct impact to patient care and service delivery. Telecommunications Analysts typically report to a supervisor, manager or director. They work under limited supervision, making complex decisions independently and referring unprecedented issues to an upper-level manager.</p> <p>Senior Telecommunications Analyst possess greater knowledge of the telecommunications field, distinguishing them from the Telecommunications Analyst. They are further distinguished by the complexity of assigned work; an ability to refine requirements, identify options, and develop solutions for unique or unprecedented situations; greater decision-making authority; and, the judgment, resourcefulness, and ability to identify issues and/or areas that should be addressed differently. They are resources for others, participating in mentoring, coaching, and training.</p>
24226 24225 24224 24223 24222 24221	Data Analyst	<p>Data Analysts perform routine to moderately complex analysis requiring a general knowledge of multiple IT functional areas, applicable policies, procedures and legal compliance. Their typical responsibilities may include interpreting data, analyzing results using statistical techniques; developing and implementing data analyses, data collection systems and other strategies that optimize statistical efficiency and quality; acquiring data from primary or secondary data sources and maintaining databases. The nature of the work requires logical decision-making and sound problem-solving skills. They work under general supervision, making routine to complex decisions independently and referring unprecedented issues to an upper-level manager. Data Analysts typically report to a manager or director or in some units may report to an administrator.</p> <p>Senior Data Analysts possess greater knowledge of the IT analysis field, distinguishing them from Data Analysts. They are further distinguished by the complexity of assigned work; an ability to identify options and develop solutions for unique or unprecedented situations; greater decision-making authority; and the judgment, resourcefulness, and ability to identify issues and/or areas that should be addressed differently. They are resources for others, participating in mentoring, coaching, and training.</p>
24216 24215 24214 24213 24212 24211	Information Technology Specialist	<p>Information Technology Specialists provide operational and technical support within one or more specialized areas of IT Services. Working independently or as a member of a team, they may support the information technology needs and functions by providing specialized services to an area such as a scientific or media lab, help desk, equipment repair and installation; telecommunications; electronic records storage and maintenance. Assignments require experience within the area of specialization in order to provide support to a department or business unit. They work under limited supervision, making complex decisions independently and referring unprecedented issues to an upper-level manager. Information Technology Specialists typically report to a manager or director or in some units may report to an administrator.</p> <p>Senior Information Technology Specialists possess greater knowledge of the IT function they support, distinguishing them from Information Technology Specialists. They are further distinguished by the complexity of assigned work; an ability to identify options and develop solutions for unique or unprecedented situations; greater decision-making authority; and the judgment, resourcefulness, and ability to identify issues and/or areas that should be addressed differently. They are resources for others, participating in mentoring, coaching, and training.</p>



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24116 24115 24114 24113 24112 24111	Information Technology Analyst	<p>Information Technology Analysts provide routine to moderately complex technical support to end users in academic schools, departments, auxiliary or business units. Their typical duties include assisting in the technical aspects of computer system setup; troubleshooting access issues and system failures; installing, configuring, and modifying applications, networks, databases, and other systems; maintaining network and database security; advising faculty, staff, and students in the evaluation, selection, purchase, upgrade, and maintenance of software, hardware, and/or database system resources. The nature of the work requires logical decision-making and sound problem-solving skills. The quality of their decision-making and recommendations has a measurable impact on departmental decision-making and outcomes. Information Technology Analysts typically report to a manager or director.</p> <p>Senior Information Technology Analysts possess greater knowledge of operational and technical tasks related to IT support, distinguishing them from Information Technology Analysts. They are further distinguished by the complexity of assigned work; an ability to identify options and develop solutions for unique or unprecedented situations; greater decision-making authority; and the judgment, resourcefulness, and ability to identify issues and/or areas that should be addressed differently. They are resources for others, participating in mentoring, coaching, and training.</p>
24016 24015 24014 24013 24012 24011	Computer Operations Technician	<p>Computer Operations Technicians perform entry-level operational and technical tasks related to Information Technology. Their typical duties may include coordinating production job streams and controlling mix of jobs in the stream to achieve most efficient utilization of equipment; maintaining production logs and reporting on performance of equipment and production schedules; monitoring systems to identify any malfunctions and initiating corrective action to maintain schedules and to ensure integrity of production and output; assisting in production control, job set up and operation of peripheral equipment. They may work independently or as a member of a team. They work under direct supervision, resolving most standard issues independently and referring complex or unique issues to a supervisor, senior/lead worker, or higher-level worker. Technicians typically report to a supervisor or middle manager or in some areas may report to an administrator.</p> <p>Senior Computer Operations Technicians possess greater knowledge of operational and technical tasks related to Information Technology, distinguishing them from Computer Operations Technicians. They are further distinguished by the complexity of assigned work; an ability to identify options and develop solutions for unique or unprecedented situations; greater decision-making authority; and the judgment, resourcefulness, and ability to identify issues and/or areas that should be addressed differently. They are resources for others, participating in mentoring, coaching, and training.</p>