improvements to supervisor where appropriate. Positions at this level use problem solving and analysis to resolve standard software and hardware problems and issues, which may require

researching issues involving multiple components or systems to determine and solve problems. Assignments and tasks require a broad level of knowledge of systems or networks. Work may involve application of knowledge of a scientific discipline. May lead** a small project or work group incidental to the work of the position.

Knowledge, Skills and Abilities
Same as level one, plus: Knowledge of multiple systems and ability to understand how systems relate to one another. Knowledge of, and ability to combine inter-relationships between disparate problems and formulate situations. Ability to formulate problem resolution. Ability to analyze unusual, non-routine or complex situations and problems and devise alternate strategies for solutions. Ability to lead**.

Education and Experience
Bachelor's degree in a relevant field (i.e. Information Technology or other related field) and 2 years experience, or an equivalent combination of training and experience.

Level 3A   **Grade 80**
PCLS: 02053   **Exempt**
***Alternate PCLS: 09470

Descriptors
Work is performed under administrative supervision. May lead** a small team or small workgroup. Positions usually serve as expert advisors in specialized technology areas, and focus on achieving and delivering results. Work on projects which are moderate to large in complexity* as a team member or project lead. Analyze the potential causes of software and service problems. Devise testing and coordinate quality assurance activities. Assist with translating requirements into use case scenarios and functional specifications. Develop innovative solutions to complex* problems. Provide extensive operations support, storage management, and problem resolution for one or more operating systems platforms. Document plans for project implementation and testing. Identify areas for improvement. Implement decisions that have a significant impact on the department, MAU and University, and may redefine operations.

Knowledge, Skills and Abilities
Same as level two, plus: Advanced knowledge of a specialized area. Advanced knowledge of managing enterprise level technology. Ability to understand needs of end users. Ability to deliver results for the organization. Ability to articulate software architectures and to capture and possibly redefine business requirements. Ability to guide and mentor peers on tasks related to their area of expertise. Ability to make decisions on matters of significance and implement these decisions on behalf of the University.

Education and Experience
Office of Human Resources