

**IT Technical Associate
AITS Access Management
UB6148**

Function

This position provides technical expertise and support for computer systems access and/or usage to ensure the safety of information systems and network assets. This position researches computer and network vulnerabilities and analyzes risks; interacts with customers to resolve problems' trains and provides ongoing guidance to unit security contacts (USCs) regarding access methods and standards; develops and distributes documentation and conducts training, as necessary; and makes use of tools to monitor security protocols and the general health of the departmental network.

Duties and Responsibilities

1. Customer service deliver: Provide prompt, professional IT customer support via phone and email. Must think of the customer as the most important part of the job; deal with and/or respond positively to complaints, problems, and inquiries. Promote a professional System Access Management (SAM) image; understand SAM priorities and objectives; and take an active role in accomplishing team objectives.

Perform maintenance, as necessary, in the Security Application tables. Handle the setup of access roles in the SDM (Service Desk Manager) for new and existing users and help answer questions related to the Security Application (e.g., access and functionality). Provide backup support for Active Directory access (adding, changing, removing). Participate in rotational schedule for managing the AITS System Access Management mailbox, including distribution of work, responding to inquiries, and performing system access tasks, as requested. Apply analytical skills and independent judgment to help customers get access needed to get their work done. Perform trend analysis to recommend system and/or process improvements. Assist in developing and achieving unit goals to help improve System Access Management service, productivity, and efficiency. (50%)

2. Liaison activities: Participate on project teams to test and implement new products and services, facilitate sharing of information within and across AITS groups, and assist in evaluating software tools to enhance monitoring capabilities. Support identification and collection of relevant metrics and performance reporting processes. Participate in customer service/process improvement initiatives. Participate in and encourage a knowledge-sharing environment; develop and deliver cross-training activities to SAM staff. Establish and nurture working relationships with clients and AITS departmental staff. Contribute to the team effort; manage individual workload and deliver according to agreed-upon goals/targets.

Participate in upgrades of Banner modules, ViewDirect, Security Application, HireTouch, iCS, TEM, iBuy, etc. Proactively share information with peers and end users to ensure they are informed of trends, significant problems, unexpected delays, and anything new in the environment that will impact customers. (30%)

3. Analysis, problem documentation, and customer education: Watch for trends that indicate potential problems; directs issues to higher support tiers when assistance with problem resolution is needed. Initiate corrective measures within limits of authority. At times, this will require the incumbent to seek out assistance and work with IT professionals both within and outside the administrative IT

organization, and the incumbent will need to demonstrate flexibility and perform duties as each situation dictates. Track calls and email requests; document solutions in KnowledgeBase. Conduct USC training, as needed. (10%)

4. Professional Development: Maintain and develop technical knowledge and skill level. Keep current on the technology used; seek out opportunities to participate in professional development opportunities (e.g., ELP, Lynda.com; internally developed tutorials, research, collaboration, etc.) on an ongoing basis to develop and maintain technical and interpersonal skills. (5%)
5. Perform other duties and responsibilities appropriate for an IT Technical Associate. (5%)

