IT MATRIX

Criteria	Level I	Level II	Level III	Level IV	Level V
Span of Authority	Unit(s) or School-/Division-wide	Unit (s), School-/Division-Wide or Center (some may be Institution –Wide)	Primarily Institution-wide	Division-wide or Institution-wide	Institution-wide and/or External Impact for large to very large units
Supervisory Duties	None to few	Few to many (some may be EHRA)	Almost always many (some may be EHRA and/or managers)	Many (typically EHRA and/or managers)	Many (typically EHRA and/or managers
Nature and Scope of Work	• Serves as a technical expert in a specialty area. • Supports operations systems and services. • Performs software and hardware diagnostics. • Contributes to a number of projects at both the team and individual level. • Coordinates large project installations or enhancements of advanced technologies. • Participates and provides input to projects. • Make technical recommendations based on analysis of business needs.	• Manages and /or performs moderately complex programming tasks with minimal guidance. • Design algorithms to solve data management problems of medium to high complexity. • Provides school/division-wide guidance on problem resolution for moderately complex issues. • Design, analyze and plan moderately complex projects. • Ensure key deliverables are completed within prescribed deadlines. • Consults with internal and external clients on moderately complex issues/projects. • Makes recommendations on technology applications and/or technical solutions. • Some decision-making	• Manages and/or performs highly complex analytical activities/projects. • Utilizes advanced programming methods to create accurate and secure data collection and tracking systems. • Leads and provides technical oversight of the enterprise systems. • Assesses, designs and implements processes/process improvements. • Manages conversion design, and configuration, testing, quality assurance and staff resources. • Serves as a key resource for technical solutions on new technologies. • Communicates recommendations and outcomes to Senior Leadership and stakeholders. • Often makes decisions	• Directs highly complex analytical activities/projects. • Implements technology strategies and determines technical resources required. • Design and implement software that supports the infrastructure environment. • Directs the technology policy, planning and management of technology systems. • Ensures appropriate resources, processes and key performance indicators are in place to support existing projects. • Ensures university compliance with state, federal and funding agency regulations. • Establish and maintain a capable network infrastructure for connectivity and remote access.	• Oversees initiatives and policies for a large program or multiple programs. • Oversee IT governance in the planning and management of technology systems. • Develops, maintains and implements an information technology strategy to support the mission and strategic direction of the University. • Define, develop and manage an effective and secure infrastructure environment. • Collaborates with IT leaders to understand campus IT needs and ensure an inclusive design, which allows broad participation in ITS deployed solutions. • Member of leadership team participates in

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		with minimal/local impact.	with institution-wide impact.	• Collaborates, communicates, and directs the work of managers and supervisors in IT policy and planning of technology systems. • Daily decision-making, often with institution-wide impact.	strategic planning discussions for campus initiatives. • Lead strategic management of all ITS infrastructure. • Daily decision-making, often with institution-wide or external impact.
Education, Experience, Special Skills	Master's or Bachelors and 0-2 years' experience or will accept a combination of related education and experience in substitution.	Master's and 1-2 years' experience or Bachelors and 2-4 years' experience or will accept a combination of related education and experience in substitution.	Masters' and 2-4 years' experience or Bachelors and 3-5 years' experience Or will accept a combination of related education and experience in substitution.	Masters and 5+ years' experience or Bachelors and 6+ years' experience or will accept a combination of related education and experience in substitution.	Masters and 8+ years' experience or Bachelors and 10+ years' experience or will accept a combination of related education and experience in substitution.

- *For management-level roles, also include with the above requirements 1-2 years of supervisory experience (for senior managers 3 or more years must be supervisory).*

- *Institutions may require additional certifications as deemed appropriate for specific job duties.*

- *Auditor positions also may require certification(s).*