through December 31, 2011

<table>
<thead>
<tr>
<th>College Pool (pending SCH distribution)</th>
<th>FY11 Income</th>
<th>FY12 Income to date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>n/a</td>
<td>$165,884</td>
</tr>
</tbody>
</table>

**CAC Initiatives**

Income to date $1,232,940.92 $715,832

**Units**

| IT Services 202-26-36 | $896,815.45 | $517,866 |
| Library 202-09-10     | $274,574.60 | $166,890 |

**Subtotal - Units** $2,404,330.97 $1,400,588.55

**Colleges:**

| Agriculture & Life Sciences 201-01-05-00-0100 | $432,801.34 | $231,010 |
| Business 202-08-40                             | $465,203.51 | $251,848 |
| Design 202-07-05                               | $221,450.03 | $117,650 |
| Engineering 202-20-20-00-0001                 | $2,011,255.72 | $1,187,403 |
| Human Sciences 202-10-15                       | $455,523.40 | $294,241 |
| Liberal Arts & Sciences 202-04-36              | $1,388,931.65 | $674,897 |
| Computer Science 202-04-03                     | $73,781.89 | $44,732 |
| Veterinary Medicine 202-05-11                  | $103,511.62 | $45,994 |

**Subtotal - Colleges** $5,152,459.16 $2,847,775.14

*Income in the College Pool is designated for further distribution based on prorated SCH.*

<table>
<thead>
<tr>
<th>2011-2012 Technology Fees</th>
<th>Fee/Semester</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard Fee</td>
<td>$115.00</td>
</tr>
<tr>
<td>Graduate Students Standard Fee</td>
<td>$92.00</td>
</tr>
<tr>
<td>Computer Science</td>
<td>$223.00</td>
</tr>
<tr>
<td>Engineering</td>
<td>$223.00</td>
</tr>
<tr>
<td>Business</td>
<td>$135.00</td>
</tr>
<tr>
<td>Graduate Students Business Fee</td>
<td>$112.00</td>
</tr>
</tbody>
</table>
## Central Pool Budget - FY12
through December 2011

<table>
<thead>
<tr>
<th>FY12 Budgeted</th>
<th>FY12 Actual (to date)</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY11 Balance Forward</td>
<td>$1,393,751</td>
</tr>
<tr>
<td>FY11 Carry Forward CAC Initiative Commitments</td>
<td>$541,868 $186,401</td>
</tr>
<tr>
<td>FY11 CAC Initiative Awards (spring 2011)</td>
<td>$375,177 $192,439</td>
</tr>
<tr>
<td>FY12 Income</td>
<td>$1,294,465</td>
</tr>
</tbody>
</table>

| FY12 Total Available Funds | $1,771,171 | $1,730,744 |

### FY12 Approved Expenses

<table>
<thead>
<tr>
<th>Expense</th>
<th>FY12 Budgeted</th>
<th>FY12 Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wireless initiative</td>
<td>$1,000,000</td>
<td>$3,386</td>
</tr>
<tr>
<td>Student Printing Subsidy</td>
<td>$160,000</td>
<td>$82,087</td>
</tr>
<tr>
<td>Student Network Access Program</td>
<td>$50,000</td>
<td>$16,219</td>
</tr>
<tr>
<td>Administrative salary support (Sherer and Swanson)</td>
<td>$12,700 $13,431</td>
<td></td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>$5,000</td>
<td>$183</td>
</tr>
<tr>
<td>Spring 2012 call for proposals</td>
<td>$400,000</td>
<td>$0</td>
</tr>
</tbody>
</table>

| FY12 Total Expenses                          | $1,627,700    | $115,305    |

| Encumbrances                                 | $94,143       |

| FY12 Balance (Projected and Cash)            | $143,471      | $1,521,295  |
In order to maintain a high level of accountability any college, department, other unit or project grant receiving student computer fees (from here forward referred to as a “funded group”) from the Computation Advisory Committee (CAC) shall provide a report at the end of each University fiscal year for which the funds were allocated and/or spent. These reports are due by September 1.

The primary goal of these reports is to ensure that student computer fee funds are accounted for at every level and that they are expended in a way that’s consistent with the CAC Guidelines for Appropriate Expenditure of Income from the Student Computer Fee. In addition this policy outlines a report to be compiled by CAC at the end of each fiscal year to provide a summary of all student computer fee income, expenditures and carryover funds. This policy includes both requirements for the reports and methods of enforcement when the requirements are not met.

Annual reports should be in the format identified in the sample report (Appendix A) and will include:

A. Summary
B. Carryover Totals
C. Current Year Narrative
D. Unusual expenses

A. Summary Page

This page provides a quick overview of all funds allocated and expended. This section should include the following:

1. Carry forward total from the previous fiscal along with project commitments against same;
2. Current year income and expenditure totals;
3. A total of all unspent funds to be carried over to the next fiscal year; and
4. Category totals (e.g. salaries, benefits, hardware, software) of expenditures broken down by department.

B. Carryover Totals

This section should detail previous year carryover totals as they relate to projected commitments as well as current year carryover totals and encumbered project commitments.
1. Previous year carryover funds – Provide an update on the planned projects, scope and cost, referenced in the previous year’s annual report. Include information regarding the impact on student education. If projects do not fully commit funds, describe the planned use of any remaining funds.

2. Current year carryover funds – Provide detailed information, cost and scope, about carryover funds including projected commitments and associated costs. Include information regarding the impact on student education.

C. Current Year Narrative

Allocation and Spending Process -
This section should describe the process used within the unit to allocate the CAC monies. This section should also describe procedures used to validate expenditures as appropriate. The narrative should also include a summary of planned allocation and allocation methods for the next fiscal year if they are changing.

In addition, this section should include:
1. Total income to the unit and lower level allocations by unit or department.
2. Total expenditures by project or department with brief description for each.
   o Impact on Student Experience –
     Project and department expenditure information should include the impact on student education. Please provide examples detailing impact and approximate costs, return on investment, value of investment, number of students impacted, etc.

D. Unusual Expenses

This section will list transactions including justification for each in the following categories: Budgeted employees, staff supported close to or at 100%, furniture, renovation, travel, contracted services, vacation/sick leave payout, hourly overtime, employee reimbursement or expenditures where the business purpose is not apparent. Indicate whether the transaction was approved in advance by the CAC committee.

Report Policy Enforcement Procedure

As a means of enforcing this policy and ensuring the reports are received in a manner that is timely and consistent with this policy, the following procedures shall be followed.

A. All reports shall be submitted to CAC within two (2) months of the end of the University fiscal year. Please email as attachment(s) to admin-cac@iastate.edu.

1. The reports will be distributed to CAC for approval at the next CAC meeting.
2. Approval of the reports shall require a quorum of committee members present with a special majority voting for approval.
   a. A quorum shall be defined as seven (7) staff & faculty members and seven (7)
student members

b. The special majority shall constitute a majority of faculty & staff members present and a majority of student members present. If either group does not reach a majority, the measure fails.

3. If the report is not approved, it is sent back to the funded group for review with recommendations by CAC. The report must be resubmitted to the CAC chair within two (2) weeks of the request to revise the report. The revised report will follow the same approval policy as an initial submission.

4. After re-submission, if the committee determines that the funded group has not adequately met the reporting policy and the recommended changes to the report, the CAC chair will work with the Executive Vice President and Provost on an appropriate remediation.

5. Within two (2) weeks of approval reports shall be posted on the CAC website.

B. Within one month of approval of all funded group reports, the CAC Chair shall submit the CAC report for approval by CAC under the same requirements and procedures of all other reports.

C. If any reports are not submitted (or re-submitted) to the CAC Chair as outlined above, the Chair shall notify the funded group about the delinquent reporting and will work with the Executive Vice President and Provost on an appropriate remediation.

Computation Advisory Committee Report (to be completed by CAC Administrative Liaison)

Each year a report shall be compiled by the CAC Chair. This report is intended to give a broad overview of all Student Computer Fee use allocated by the committee through all allocation procedures. This report should summarize the income, expenditures, allocations, and carryover from all of the reports described in I.A.

A. A breakdown of all income, expenditures, allocations, and carryover from all of the reports described in I.A.

1. Information on the Central Pool to be broken down by:
   a. Information Technology Services,
   b. University Library,
   c. CAC Initiatives, including all expenditures from the Central Pool allocated directly by CAC.

2. The College Pool to be broken down by colleges receiving funds, including any special fees for a funded group.

3. Augmented fee income broken down by receiving unit.

4. Expenditure categories.

B. A breakdown by unit of all carryover balances.
Appendix A

Required Format for Unit Reports
Sample Unit Annual Report

FY11

A. Summary

1. Carry forward total from previous fiscal year
   a. FY10 carryover total (from last year’s report) = $200,000
   b. FY10 carryover project commitments (from last year’s report and should equal total in a. above):
      o Project A - $100,000
      o Project B - $40,000
      o Project C - $60,000

2. FY11 current year income and expenditure totals
   a. FY11 Income - $500,000
   b. Total Expenditures - $530,470,000

3. Total unspent funds to be carried over to FY12 (FY10 carryover plus FY11 income minus FY11 expenditures) = $170,000

4. Expenditure totals, by category:

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries</td>
<td>$100,000</td>
</tr>
<tr>
<td>Wages</td>
<td>$50,000</td>
</tr>
<tr>
<td>Benefits</td>
<td>$25,000</td>
</tr>
<tr>
<td>Tuition (grad student)</td>
<td>$5,000</td>
</tr>
<tr>
<td>Computer hardware</td>
<td>$150,000</td>
</tr>
<tr>
<td>Software</td>
<td>$100,000</td>
</tr>
<tr>
<td>Supplies (describe)</td>
<td>$100,000</td>
</tr>
<tr>
<td>TOTAL</td>
<td>$530,000</td>
</tr>
</tbody>
</table>

B. Carryover totals

1. FY10 carryover - $200,000 (Total project commitments should equal carryover.)

   a. Project commitments:
      • Project A ($85,000):
        New lab in one of the buildings – The final cost was $15,000 less than anticipated while the scope was expanded to 30 machines rather than 26. This was due to reduced technology costs. This savings was incorporated into FY11 projects.
        o Student Impact: The data shows that this laboratory is used by 780 students per week or 1,000 hours (average of 38 hours/machine).
• Project B ($40,000):
  (Describe status and student impact.)
• Project C ($60,000):
  (Describe status and student impact.)

2. **FY11 carryover - $170,000** *(Total project commitments should equal carryover.)*

   a. Project commitments:
      • Project A:
        o Proposed scope and expected student impact
      • Etc.

C. **Current year narrative**

1. **Allocation and spending process** -

   Proposals are solicited, reviewed and awarded at the beginning of each year. For FY11, these included:

<table>
<thead>
<tr>
<th>Income</th>
<th>Expenses</th>
<th>Project</th>
</tr>
</thead>
<tbody>
<tr>
<td>$100,000</td>
<td>$85,000</td>
<td>New lab in 4436 Beardshear (26 machines)</td>
</tr>
<tr>
<td>$130,000</td>
<td>$130,000</td>
<td>Upgrade all machines in the unit to Windows 7</td>
</tr>
<tr>
<td>$200,000</td>
<td>$235,000</td>
<td><strong>Total project commitments</strong></td>
</tr>
</tbody>
</table>

   Remaining income is prorated and allocated to departments based on enrollment (50%) and SCH (50%). For FY11, allocations and expenses included:

<table>
<thead>
<tr>
<th>Allocation</th>
<th>Expenses</th>
<th>Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>$140,000</td>
<td>$120,000</td>
<td>Department A</td>
</tr>
<tr>
<td>$130,000</td>
<td>$115,000</td>
<td>Department B</td>
</tr>
<tr>
<td>$270,000</td>
<td>$235,000</td>
<td><strong>Total allocated to departments</strong></td>
</tr>
</tbody>
</table>

2. **Description of expenditures and student impact at the department level:**

   Department A –
   • (Description of expenditures)
   • (Student impact)

   Departments B, C, etc.
   • (Description of expenditures)
   • (Student impact)

   Accounting practices in validating expenditures is monitored by the college fiscal officer. Unusual expenses as identified by CAC in the “Appropriate Expenditure” guidelines must be submitted to the college fiscal officer prior to commitment. No planned change
in allocating income or monitoring expenses is anticipated for next year.

D. Unusual expenses

This section should detail transactions and justifications, not previously addressed by the Computation Advisory Committee, in the following categories: Budgeted employees, staff supported close to or at 100%, furniture, renovation, travel, contracted services, vacation/sick leave payout, hourly overtime, employee reimbursement or expenditures where the business purpose is not apparent. Indicate whether the transaction was approved in advance by the CAC committee.
Request for advance approval of unusual* expenses
[*Categories of unusual expenses are listed in paragraph 2, Section III of the "Guidelines for Appropriate Expenditure of Income from the Student Technology Fee."]

Category of unusual expense (from guidelines):

Description:  Budgeted salary exceeding 50% paid from CAC

Date(s) of proposed expense:  FY11-12

Justification*:  The College of Business has two full time term employees with 90% of their salary being drawn from the College CAC account. These employees are dedicated staff for the Business computer labs, classrooms, and online instruction systems.

More than 9 out of 10 hours are spent working on CAC related issues. Both PIQs are attached.

*(Please attach PIQ of employee if requesting greater than 50% of base salary support from CAC.)

Requested by: 

College approval: 
Iowa State University  
Position Summary  

**Employee Details**  
Employee First Name  Brent  
Employee Middle Name  
Employee Last Name  Brewer  
University ID Number  081994913  

**Position Title**  
Pay Grade  32  
Job Title  SYSTEMS SUPPORT SPECIALIST II - 1172  
Salary  Minimum $33,676; commensurate with qualifications  
Job Category  Professional and Scientific  

**REQUIRED QUALIFICATIONS**  
Bachelor's degree / 1 year Bachelor's or equivalent related educ/exp / 1 year  
Title Code  SYSTEMS SUPPORT SPECIALIST II - 1172  

**Position Information**  
Position Number  005353  
Copied from position number:  
Base of Employment  
(For Merit positions select only E or H)  P - P&S  
Number of Months Employed Per Year  12  
Fraction  Full Time  
Primary Employing Department  BUSINESS-08700  
College or Division  Business  
Additional Employing Department 1  Select One  
Additional Employing Department 2  Select One  
Additional Employing Department 3  Select One  

**WORK ADDRESS**  
Where employee will be working, not mailing address  
On Campus  
Building (Pick one)  GERDIN COLLEGE OF BUSINESS  
Room  3233  
Off Campus Location  Ames  

12/14/2011
City
State
Zip
50011-1350
Work Phone
(xxx-xxx-xxxx)
515-294-0872
Supervisor's Name
Greg Butterly
Supervisor's Title
SSSIV
Supervisor's Work Address
3232 Gerdin Business Building
Confidential Position
No
Supervisor's Work Phone
(xxx-xxx-xxxx)
515-294-9689
Supervisor's Work Email
gbutter@iastate.edu
Supervisor's University ID
235663589
Account Number(s)
202-08-40
Employees Authorized to Access Position Description
Self, Self
Mitra, Soma
Employee who should be able to access this Position Description
Brewer, Brent
Job Summary
Briefly describe the basic purpose of the position.
(Information entered here will default to the NOV to be used for recruiting purposes.)
Serve as support for instructional technology within the Gerdin Business Building with an emphasis on classroom capture and video conference type technology. This includes providing technical consulting expertise to faculty/staff in the utilization of e-learning facilities, equipment and technology including workshops, printed and online resources; providing software support for WebCT/Vista, Breeze, Snag-it, camtasia, adobe, echo 360, and other online teaching and learning activities; managing and operating facility, equipment, and technology in the set-up, configuration, maintenance and support functions; serve as one of the primary WebCT/Vista contacts for the College of Business in the support and management of Business course accounts; and other related duties.
The responsibilities of this position will require skills for written and verbal communications, interpersonal interactions, management, planning and organizing.
What demonstrable changes in duties (additions/deletions) have taken place since the last review of this position?
Delete or Vacate Date
Supervision
No Records Found
Personal Interaction
Machines
No Records Found

Job Duties
Total Percent of Time: 100

<table>
<thead>
<tr>
<th>Essential Duty?</th>
<th>Duties</th>
<th>% of Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>Provide technical consulting expertise to faculty/staff in the utilization of e-learning facilities, equipment and technology including workshops, printed and online resources.</td>
<td>25</td>
</tr>
<tr>
<td>Yes</td>
<td>Provide faculty and staff software support for WebCT/Vista, Breeze, Snag-it, camtasia, adobe, echo 360, and other online teaching and learning activities</td>
<td>25</td>
</tr>
<tr>
<td>Yes</td>
<td>Manage and operate facility, equipment, and technology in the set-up, configuration, maintenance and support functions.</td>
<td>15</td>
</tr>
<tr>
<td>Yes</td>
<td>Serve as one of the primary WebCT/Vista contacts for the College of Business in the support and management of Business course accounts.</td>
<td>15</td>
</tr>
<tr>
<td>Yes</td>
<td>Provide a variety of other support functions as needed by the College of Business faculty with regards to technology and instruction.</td>
<td>10</td>
</tr>
<tr>
<td>Yes</td>
<td>Continually explore new technologies for potential application to instructional delivery.</td>
<td>5</td>
</tr>
<tr>
<td>No</td>
<td>Other duties as assigned</td>
<td>5</td>
</tr>
</tbody>
</table>

Other Essential Functions

Describe the working conditions of your job, including any unpleasant features like heat, cold, exposure to chemical substances, etc. Take into consideration lighting, temperature extremes, noise or air pollution, work hazards and the possibility of disease. Describe the amount of physical dexterity of hand operations or other coordinated motions which the job regularly requires, e.g. eye/hand coordination in operating a keyboard or manual dexterity and exactness in the use of hand instruments.

**LIFT, PUSH/PULL ACTIVITY:**
Indicate all that are applicable.

SEDENTARY Definition

LIGHT Definition

MEDIUM Definition

HEAVY Definition

VERY HEAVY Definition

**PHYSICAL REQUIREMENTS**
Indicate all that are applicable.

This person must be able to handle computer equipment with a max weight of 35 pounds. They may be asked to assist in filming classes, so hand eye coordination will be necessary to run the camera.

12/14/2011
KNEEL Definition
CROUCH Definition
CRAWL Definition
CLIMB Definition
SIT Definition
STAND Definition
WALK Definition
CARRY Definition
PUSH Definition
PULL Definition
BEND Definition
BALANCE Definition
REACH Definition
HANDLE/GRASP Definition
FINGER Definition
REPETITIVE MOTION Definition
SPEAK Definition
HEAR Definition
VISUAL ACUITY Definition

PHYSICAL SURROUNDINGS AND HAZARDS:
Indicate all that are applicable.

Complexity
Please indicate total percent of time spent supervising
Describe the nature of your responsibility for money, machines, equipment, supplies.
What loss can occur through an honest error? Losses include both dollar outlays and non-monetary or human considerations.

12/14/2011
Records and reports: What records or reports do you prepare which require you to gather, analyze, and summarize data?

What is the source of the data for the records or reports?

Does the position require work knowledge beyond the duties of this job? If so, state examples below.

Work in own department:

Work in other departments:

University policies:

Are externally imposed deadlines a routine part of the duties of this position excluding those established by one's supervisor or department head? If so, give illustration.

Is responding to questions and problems on an immediate basis a regular daily aspect of this position? Give specific examples.

Checking of Incumbent's Work: How, by whom, and with what frequency is your work inspected, checked or verified?

Qualifications

REQUIRED QUALIFICATIONS

(1) Bachelor's degree in Computer Science, Instructional Technology or closely related field or (2) Bachelor's degree with at least 12 credits of IT coursework and one year of related experience or (3) an equivalent combination of related education and experience totaling 5 years.

Demonstrated excellent written and verbal communication skills.

Bachelor's degree in Computer Science and or Instructional Technology. Experience with course management software (WebCT, VISTA, Blackboard, Desire 2 Learn, etc.). Experience providing faculty development and instructional design in e-learning. Experience with computer software installation and maintenance. Experience that demonstrates management, planning and organizational skills.

PREFERRED QUALIFICATIONS

Significant experience in technical media skills. This person will be required to convert audio/video formats, post information to websites, and operate AV type equipment.

KNOWLEDGE, SKILLS AND ABILITIES

What other knowledge, skills, or abilities are required in order to carry out the duties of this position?

Significant experience working with various instructional technologies and multimedia applications in particular course management software and online learning tools.

Ability to establish and maintain positive working relationships. Ability to supervise the work of others.

Ability to work with minimal supervision.

After being hired or moved into this position, how much on-the-job training is required to learn all the

This is a new position and a new area of expertise for the College of Business. I would expect the candidate to be able to perform all duties within 5 months. I would expect them to be completely

12/14/2011
major duties and be able to perform them well.

proficient within a year.

Education, Knowledge, Experience

Special Qualifications: Please list special qualifications in addition to required qualifications for this classification.

Knowledge, skills, and abilities:
Describe specific knowledge, ability, and skill requirements of this position.

Training: Assuming that a new employee on this job has the necessary education and experience to qualify for the position, what training is necessary to achieve an acceptable performance level after the employee is on job?

Leadership & Internal/External Contacts

LEADERSHIP
Indicate the classification and number of employees directly supervised:

Indicate the classification and number of employees indirectly supervised:

Describe any other types of leadership responsibility that the position has (i.e. leadership for projects and/or functions)

INTERNAL CONTACTS
With whom does the position regularly communicate inside the University in order to perform duties? What is the purpose of the communication and how often does it occur?

EXTERNAL CONTACTS
With whom does the position regularly communicate outside the University in order to perform duties? What is the purpose of the communication and how often does it occur?

Job Factors

Learn and manage many diverse technology based solutions for e-learning. We have a small SSS staff in Gerdin, and we keep a busy schedule.

This position must be able to work with faculty/staff in the area of using and presenting computer-based information from commercially available programs. This usually involves an initial interview which leads to subsequent discussions/meetings related to problems in delivering course content, course tests, and presentation style.

Plan, manage, and deliver a series of seminars on faculty/staff development topics related to e-learning.

Responds to daily questions from College of Business faculty/staff involved in course development.

This role has no direct supervision of P&S employees. This position may supervise part time students if the position requires extra help.

This position will manage projects that fall within the scope of the job description (and expertise).

This position should be able to take leadership on initiatives to improve the College's position in the realm of e-learning.

This position will communicate primarily with other SSS in Gerdin, and will also have contacts in the various distance ed programs at ISU (Engineering and Ag).

This position will work with outside vendors who sell/support technology that is used in e-learning.
INNOVATION
Describe a part of the work that illustrates the creative or innovative nature or the degree to which resourcefulness, ingenuity and creative thinking is required to develop new or improved methods, ideas, procedures or techniques.

Requires the selection and application from a wide array of teaching technologies the appropriate solution for a particular faculty member's teaching requirements.

Demands the use of creative, innovative, and 'fresh' approaches to the instructional design and planning for technology-based projects.

Must be able to manage multiple projects, technology support requests, and other activities in an on-going manner.

This position has the potential to impact nearly every course in the College of Business. We have interest from more than 30 faculty in some form of e-learning technology that we do not currently offer due to time requirements.

This has the potential to increase student enrollment, and assist the college in reducing costs if it is successful.

Poorly implemented e-learning initiatives can leave a program with a bad reputation, and cause loss of students and funding.

There is no direct budget for this position. Depending on success of the program, this position may employ 3-5 part time students.

This position is a new position, and will require weekly review for the initial program expansion, then it is the hope of the supervisor that guidance and review will change to a less frequent time period.

Guidance and review would be in the form of informal meetings. This position will be in office adjacent to other SSS staff, and the supervisor. This group routinely discusses problems and solutions as they arise.

All conflicts with faculty/staff/students would be brought to the attention of the supervisor who would help determine the course of action from that point forward.

Any large project requiring extraordinary time would also be brought to the attention of the supervisor for discussion on how to proceed.

Date ______________________________ Signature of Employee ______________________________

Date ______________________________ Signature of Immediate Supervisor ______________________________ Title ______________________________

Date ______________________________ Signature of Department Head ______________________________ Title ______________________________

12/14/2011
<table>
<thead>
<tr>
<th>Date</th>
<th>Signature of Dean or Director</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td>Signature of Vice President</td>
<td>Title</td>
</tr>
</tbody>
</table>
Employee Details

Employee First Name: Leslie
Employee Middle Name: M
Employee Last Name: Pease
University ID Number: 141067854

Position Title

Pay Grade: 32
Job Title: SYSTEMS SUPPORT SPECIALIST II - 1172
Salary: Minimum $33,676; commensurate with qualifications
Job Category: Professional and Scientific

REQUIRED QUALIFICATIONS
Bachelor's degree / 1 year Bachelor's or equivalent related educ/exp / 1 year

Title Code: SYSTEMS SUPPORT SPECIALIST II - 1172

Position Information

Position Number: 002859
Copied from position number:
Base of Employment: P - P&S
(For Merit positions select only E or H)
Number of Months Employed Per Year: 12
Fraction: Full Time
Primary Employing Department: BUSINESS-08700
College or Division: Business
Additional Employing Department 1: Select One
Additional Employing Department 2: Select One
Additional Employing Department 3: Select One

WORK ADDRESS
Where employee will be working, not mailing address
On Campus
Building (Pick one): GERDIN COLLEGE OF BUSINESS
Room: 3236

Off Campus Location
515-294-9087

Greg Buttery

Systems Support Specialist IV

3232 Gerdin Business Building

No

515-294-9689

gbuster@iastate.edu

235663589

2020840

Buttery, Greg

Pease, Leslie

Perform the daily management of the College of Business computer laboratories and to provide computer support services to College of Business faculty, staff and students. The position also provides assistance in the creation of web pages and support for servers that support the faculty/staff in instruction. The position has on-call component though it is rarely required.
Job Duties

Total Percent of Time: 100

5 Records

Essential Duty?

<table>
<thead>
<tr>
<th>Duties</th>
<th>% of Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assist in the Management of the College of Business Computer Laboratories -</td>
<td></td>
</tr>
<tr>
<td>Provide support for the operation and maintenance of a large computer network. Specific duties include installation of software and hardware, system security, system backups and troubleshooting technical problems or implementing system enhancements as needed. The position also creates images for use on the computers within the labs.</td>
<td>60</td>
</tr>
<tr>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Collect and synthesize data that is ultimately used to generate reports on hardware and software inventory, lab revenues/expenses and lab utilization statistics.</td>
<td></td>
</tr>
<tr>
<td>Manage student consultants working in the College of Business computer laboratories. Specific duties include scheduling and directing meetings. Also working with the two other System Support Specialists to interview, hire and manage the 10-16 students employed in the College of Business Computer Labs.</td>
<td></td>
</tr>
<tr>
<td>Provide Support for Technology Used in Teaching -</td>
<td></td>
</tr>
<tr>
<td>Work with faculty to resolve issues with software in labs, and help them determine how best to utilize technology in the classroom.</td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Examples could be troubleshooting different software packages, working with Simple Query Language (SQL) servers to verify operations, pulling data from a financial database to test reporting and other similar programs related to the College of Business.</td>
<td></td>
</tr>
<tr>
<td>This could also include producing instructions, and/or training materials for faculty and students.</td>
<td></td>
</tr>
<tr>
<td>Provide Hardware and Software Support for Faculty/Staff -</td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Work with faculty and staff to resolve issues with hardware and software on portable laptops or PCs located in their office. Specific duties include researching and solving hardware/software conflicts, performing hardware/software upgrades, assisting with various software packages and general troubleshooting.</td>
<td></td>
</tr>
<tr>
<td>Server Management -</td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Manage and maintain the College of Business's Exchange, Web and file servers. Specific duties include creating and managing e-mail accounts, setting up shared drives and performing file backups and restorations.</td>
<td></td>
</tr>
<tr>
<td>Web Support and Maintenance -</td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Produce web pages for the computer labs as well as assisting faculty with content related to instruction.</td>
<td></td>
</tr>
</tbody>
</table>

Other Essential Functions

Describe the working conditions of your job, including any unpleasant features like heat, cold, exposure to chemical substances, etc. Take into consideration lighting, temperature extremes, noise or air pollution, work hazards and the possibility of disease. Describe the amount of physical dexterity of hand operations or other coordinated motions which the job regularly requires, e.g. eye/hand coordination in operating a keyboard or manual dexterity and exactness in the use of hand instruments.

A moderate to high degree of hand dexterity and hand/eye coordination is required for the operation of keyboards, mice, scanners, and the installation of computer components. It is not uncommon for this person to move computer equipment weighing 30-60 pounds.
LIFT, PUSH/PULL ACTIVITY:
Indicate all that are applicable.

SEDENTARY Definition
LIGHT Definition
MEDIUM Definition
HEAVY Definition
VERY HEAVY Definition

PHYSICAL REQUIREMENTS
Indicate all that are applicable.

KNEEL Definition
CROUCH Definition
CRAWL Definition
CLIMB Definition
SIT Definition
STAND Definition
WALK Definition
CARRY Definition
PUSH Definition
PULL Definition
BEND Definition
BALANCE Definition
REACH Definition
HANDLE/GRASP Definition
FINGER Definition
REPETITIVE MOTION Definition
SPEAK Definition
HEAR Definition
VISUAL ACUITY Definition

PHYSICAL SURROUNDINGS AND HAZARDS:
Indicate all that are applicable.
Complexity

Please indicate total percent of time spent supervising.

Describe the nature of your responsibility for money, machines, equipment, supplies.

What loss can occur through an honest error? Losses include both dollar outlays and non-monetary or human considerations.

**Records and reports:** What records or reports do you prepare which require you to gather, analyze, and summarize data?

What is the source of the data for the records or reports?

**Does the position require work knowledge beyond the duties of this job? If so, state examples below.**

Work in own department:

Work in other departments:

University policies:

Are externally imposed deadlines a routine part of the duties of this position excluding those established by one's supervisor or department head? If so, give illustration.

Is responding to questions and problems on an immediate basis a regular aspect of this position? Give specific examples.

Checking of Incumbent's Work: How, by whom, and with what frequency is your work inspected, checked or verified?

Qualifications

**REQUIRED QUALIFICATIONS**

A Bachelor's Degree in a technical field would provide the proper communication and problem solving skills required to meet the needs of faculty, staff and students.

**PREFERRED QUALIFICATIONS**

An in-depth knowledge of computers, servers, and troubleshooting techniques. Must also have experience installing and using Windows XP, 2K, Server 2003 and 2K.

Experience with software distribution systems (Ghost, ImageCast).

Experience with Photoshop, Fireworks or other graphic design applications. Experience using FrontPage for web development.

Must be able to install, manage, and maintain the following
services:

Microsoft Access Database: Access is used extensively in courses and lab management, and research within the College.

Must be able to work with lab computers and imaging software.

Must be able to provide assistance and write documentation for performing common procedures related to publishing web pages and working with classroom equipment.

Other skills that are used daily in the maintenance of the 500+ systems. An understanding of: wireless and wired networks and Microsoft Office products.

Approximately six months for the person to become familiar with the College of Business employees and computing environment.

After being hired or moved into this position, how much on-the-job training is required to learn all the major duties and be able to perform them well?

Education, Knowledge, Experience

Special Qualifications: Please list special qualifications in addition to required qualifications for this classification.

Knowledge, skills, and abilities: Describe specific knowledge, ability, and skill requirements of this position.

Training: Assuming that a new employee on this job has the necessary education and experience to qualify for the position, what training is necessary to achieve an acceptable performance level after the employee is on job?

Leadership & Internal/External Contacts

LEADERSHIP
Indicate the classification and number of employees directly supervised:

Direct Supervision of 12-20 Students

Indicate the classification and number of employees indirectly supervised:

Assign duties to student employees
Create schedules for student employees
Interview and hire student employees

Faculty/Staff & Students - Training & Support - Furnishing and Obtaining

Describe any other types of leadership responsibility that the position has (i.e. leadership for projects and/or functions)

INTERNAL CONTACTS
With whom does the position regularly communicate inside the University in order to perform duties? What is the purpose of the communication and how often does it occur?

Systems Support Specialist II - Prioritizing of Computing Needs, Training and support, work reviews - Furnishing and Obtaining

Systems Support Specialist IV - Prioritizing of Computing Needs, Training and support, work reviews - Furnishing and Obtaining

ISU Service Centers - Purchase of supplies - Furnishing

EXTERNAL CONTACTS
With whom does the position regularly communicate outside the University in order to perform duties? What is the purpose of the communication and

Dell Computer Inc. - Support/Service - weekly
Various Software Vendors - Support/Service - monthly

12/14/2011
how often does it occur?

Job Factors

Recently, the College of Business moved from buildings all over campus to the new Gerdin Business Building. The relocation required the move and setup of over 500 computers in a little over a month's time. This person will manage lab upgrades and service upgrades related to lab use. This person will be responsible for managing all students that Computer Services uses.

In a little over a year's time, the College of Business website has been redesigned twice. This person will assist faculty in adapting to changes related to courses and instruction.

Personnel management -- This person is directly responsible for the activities of the 12+ student employees that work in the College of Business computer labs. Duties include hiring, scheduling, training, and reviewing their performance.

Providing computer support to faculty and staff -- This person is a resource that faculty and staff members rely on to provide computer support/assistance for office applications and web development. This include both office and classroom support.

Professional Development -- The person must possess the ability and desire to learn new ideas and utilize new technology.

The College of Business is very cutting edge for technology. This person would be identifying and evaluating hardware and software to determine their usefulness in the classroom.

It would be the role of this person to integrate technology into the classrooms and labs. An example would be how to make the new "student clicker" devices work properly in the classrooms.

Assisting the faculty, staff, and students with the creation of computer generated graphics, slideshows, databases, newsletters, online surveys, flyers, signs, brochures, etc.

Utilizing problem solving skills to make complex processes simplified for the computer user.

Utilizing management skills to maintain a high level of motivation with the student consultants.

The Systems Support Specialist II position has a substantial opportunity to positively impact the College of Business. The Systems Support Specialist II position is responsible for the effective use of computing in teaching, which directly impacts the whole college. As a result, students are more marketable, higher quality instructional materials and professional looking publications are produced, stress is greatly reduced if the computer hardware and software have been set up properly, and a good system is in place for users.

Almost every class has some computing component. This position fulfills the computing needs of everyone in the College of Business.

This person is also the back-up for the on call System Support Specialist IV. This person can be called to come in at any time to address critical issues.

The negative consequences would be the reverse of those positive
Describe the types of negative consequences for the work area and/or for the University that might result from an error made by someone in the position who did not possess good job knowledge or use sound judgment.

aspects stated above.

- Decreased marketability of students
- Decreased faculty teaching effectiveness
- Ineffective instruction materials
- Excessive student complaints which would draw on resources of the Deans office and the Senior Systems Support Specialist
- Diminished student enrollments in the College
- Greater faculty turnover

This person is responsible for the care and use of $500,000+ of computer hardware and software in the computer labs, another $150,000 of computer hardware and software for the faculty, staff, and administration, and the personal data and research of the faculty and staff.

This person works with the College servers, which house the entire College's data.

Directs supervision of 12-20 student consultants with a combined income of $75,000+.

Computer Support provided to:
60+ faculty members
60 research assistants
20+ administrative personnel
3,000+ lab clients (students)
500+ computers

FREEDOM OF ACTION
Describe the type of guidance and review the supervisor gives the incumbent in this job and how often (e.g., daily, weekly) that guidance and review occurs.

Describe the departmental policies and procedures, professional standards, or formal regulations which guide the actions in this position (e.g., policies or procedures for handling an overdue account or dealing with a student's complaint).

Date  Signature of Employee

Date  Signature of Immediate Supervisor  Title

Date  Signature of Department Head  Title

Date  Signature of Dean or Director  Title

12/14/2011
Request for advance approval of unusual expenses
[*Categories of unusual expenses are listed in paragraph 2, Section III of the “Guidelines for Appropriate Expenditure of Income from the Student Technology Fee.”]

Category of unusual expense (from guidelines):
Description:  Travel Expenses to support Des Moines MBA classroom
Date(s) of proposed expense:  FY11-12

Justification*:  The College of Business supports two classrooms in the Capital Square complex in Des Moines. When troubles arise in the DM classrooms we have to travel to DM on short notice to do the repairs. This is not a frequent charge, but it does come up a few times each term.

*(Please attach PIQ of employee if requesting greater than 50% of base salary support from CAC.)

Requested by:  

College approval:  

[Signatures]
APPENDIX A

Request for advance approval of unusual* expenses

[*Categories of unusual expenses are listed in paragraph 2, Section III of the “Guidelines for Appropriate Expenditure of Income from the Student Technology Fee.”]

Category of unusual expense (from guidelines):

Description: Furniture - stand up computer tables for use in main lobby of Parks Library.

Date(s) of proposed expense: February 1, 2012

Justification*: See attached justification.

*(Please attach PIQ of employee if requesting greater than 50% of base salary support from CAC.)

Requested by: [Signature]

College approval: [Signature]
Just inside the main entrance to Parks Library is a group of computers for walk-up usage. The current configuration includes one row of computer workstations on waist high tables for stand-up use, and also two rows of cubicles with computer workstations for sit-down usage.

The space was designed for in and out student traffic and short computer usage time (10-15 minutes). Our observation of usage of this space in the Library is that the stand-up stations are more conducive to the in and out student traffic that is desired. The plan is to replace the sit down computer stations with additional waist high tables. The sit down furniture will be re-purposed to different areas of the Library.
APPENDIX A

Request for advance approval of unusual* expenses

[*Categories of unusual expenses are listed in paragraph 2, Section III of the “Guidelines for Appropriate Expenditure of Income from the Student Technology Fee.”]

Category of unusual expense (from guidelines):

Staff (not including faculty) time and associated benefits directly involved in preparation, delivery, and support of educational technology and content.

Description: Mr. Alvin Day is a Systems Support Specialist I, pay grade 31, in the College of Human Sciences and is employed on a 50% time contract. This is a request to continue Mr. Day’s appointment (50% time) using CAC monies. Previously, CAC monies were appropriated, as approved by the College of Human Sciences CAC committee, to support 100% of Mr. Day’s 50%-time appointment. The intent of this request is to continue this important appointment in support of the College of Human Sciences’ CAC functions.

Date(s) of proposed expense: Ongoing

Justification*:

This position is needed in the College of Human Sciences to support the preparation, delivery, and support of educational technology. Mr. Day has a proven record of possessing superb expertise to be able to meet the needs of this position. As stated in the position description,

This position will coordinate with the lab manager in regard to the operation of several computer labs in the college and will coordinate with the desktop support coordinator to ensure faculty, lecturers, and students are able to utilize labs and desktop systems for the explicit purpose of academic coursework and correspondence.

This position is fully dedicated to meeting the guidelines for support of student educational technology and content. A current position description is attached.

Thank you for your consideration of this request.

*(Please attach PIQ of employee if requesting greater than 50% of base salary support from CAC.)

Requested by: [Signature]

College approval: [Signature]
## Position Summary

### Employee Details

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee First Name</td>
<td>Alvin</td>
</tr>
<tr>
<td>Employee Middle Name</td>
<td></td>
</tr>
<tr>
<td>Employee Last Name</td>
<td>Day</td>
</tr>
<tr>
<td>University ID Number</td>
<td>650390296</td>
</tr>
</tbody>
</table>

### Position Title

<table>
<thead>
<tr>
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<th>Value</th>
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</thead>
<tbody>
<tr>
<td>Pay Grade</td>
<td>31</td>
</tr>
<tr>
<td>Job Title</td>
<td>SYSTEMS SUPPORT SPECIALIST I - 1171</td>
</tr>
<tr>
<td>Salary</td>
<td>Minimum $30,622; commensurate with qualifications</td>
</tr>
<tr>
<td>Job Category</td>
<td>Professional and Scientific</td>
</tr>
</tbody>
</table>

### REQUIRED QUALIFICATIONS

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bachelor's degree / experience Bachelor's or equivalent related educ/exp / experience</td>
<td>SYSTEMS SUPPORT SPECIALIST I - 1171</td>
</tr>
</tbody>
</table>

### Position Information

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
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<tbody>
<tr>
<td>Position Number</td>
<td>005750</td>
</tr>
<tr>
<td>Copied from position number:</td>
<td></td>
</tr>
<tr>
<td>Base of Employment</td>
<td>P - P&amp;S</td>
</tr>
<tr>
<td>Number of Months Employed Per Year</td>
<td>12</td>
</tr>
<tr>
<td>Fraction</td>
<td>1/2</td>
</tr>
<tr>
<td>Primary Employing Department</td>
<td>H SCI ADMIN-10010</td>
</tr>
<tr>
<td>College or Division</td>
<td>Human Sciences</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>-------------------------</td>
</tr>
<tr>
<td>Additional Employing Department 1</td>
<td>Select One</td>
</tr>
<tr>
<td>Additional Employing Department 2</td>
<td>Select One</td>
</tr>
<tr>
<td>Additional Employing Department 3</td>
<td>Select One</td>
</tr>
</tbody>
</table>

**WORK ADDRESS**
Where employee will be working, not mailing address

<table>
<thead>
<tr>
<th>On Campus</th>
<th>Select One</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building (Pick one)</td>
<td>Select One</td>
</tr>
<tr>
<td>Room</td>
<td>Select One</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Off Campus Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>City</td>
</tr>
<tr>
<td>State</td>
</tr>
<tr>
<td>Zip</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Work Phone (xxx-xxx-xxxx)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Supervisor's Name</th>
<th>Dorrance Smith</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supervisor's Title</td>
<td>IT Director</td>
</tr>
<tr>
<td>Supervisor's Work Address</td>
<td>27A Mackay</td>
</tr>
<tr>
<td>Confidential Position</td>
<td>No</td>
</tr>
<tr>
<td>Supervisor's Work Phone (xxx-xxx-xxxx)</td>
<td>515-450-8200</td>
</tr>
<tr>
<td>Supervisor's Work Email</td>
<td><a href="mailto:dorrance@iastate.edu">dorrance@iastate.edu</a></td>
</tr>
<tr>
<td>Supervisor's University ID</td>
<td>369941572</td>
</tr>
<tr>
<td>Account Number(s)</td>
<td>202-10-05</td>
</tr>
<tr>
<td>Employees Authorized to Access Position Description</td>
<td></td>
</tr>
<tr>
<td>(Please select hiring supervisor and any others who need access to the position description. Those with department, college or HR access do not need to be selected.)</td>
<td></td>
</tr>
<tr>
<td>Whaley, David</td>
<td>Jaehrling, Annette</td>
</tr>
</tbody>
</table>
The College of Human Sciences is seeking applications for a part-time Systems Support Specialist I who will work under the supervision of the IT/DE Director and guidance of the Desktop Operations Support Coordinator, and the College Computing Labs Manager. This position will coordinate with the lab manager in regard to the operation of several computer labs in the college and will coordinate with the desktop support coordinator to ensure faculty, lecturers, and students are able to utilize labs and desktop systems for the explicit purpose of academic coursework and correspondence.

Major responsibilities include taking trouble ticket reports from clients, performing diagnostic work and problem resolution for software and hardware, implementing and managing software installation images, utilizing Microsoft technologies to manage Windows-based computing labs and desktop organization units (OUs).

This position shares in the management of Windows systems via tools such as Active Directory, Group Policy, ePO, SCCM, and other Microsoft technologies to ensure the smooth operation of the Human Sciences Window-based infrastructure. Because Human Sciences has approximately a 25% Mac user base, familiarity with diagnosing and trouble-shooting Macintosh computers is required as well.
### Essential Duty?

<table>
<thead>
<tr>
<th>Duties</th>
<th>% of Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Helps coordinate the day-to-day operations of several computer labs in the College of Human Sciences:</td>
<td>30</td>
</tr>
<tr>
<td>- Assures labs are operated according to set schedules of hours and according to policies set by HS IT management.</td>
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<tr>
<td>- Creates, tests, implements, maintains and manages software installation images to assure security, proper operations and maximum availability of lab facilities to meet the various needs of college students and faculty.</td>
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<tr>
<td>- Uses software tools and utilities to bring efficiency to lab management processes, such as software virtualization.</td>
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</tr>
<tr>
<td>- Makes recommendations to HS IT management on annual budgets for lab-related expenses (e.g., consumable materials, printer-related materials, labor, hardware and software upgrades.)</td>
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</tr>
<tr>
<td>- Interacts with college faculty and their graduate assistants to acquire, test and incorporate software into the labs in support of academic and research missions of the college.</td>
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<tr>
<td>- Works with HS IT management to create and support CAC grants and other initiatives to pursue funding opportunities available to the college.</td>
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<tr>
<td>- Tracks all lab problem reports using the ticket tracking system to keep accurate record of the efforts expended in support of lab facilities.</td>
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<tr>
<td>Monitors ticket system and actively participates in resolving tickets and the scheduling and deployment of student techs to resolve tickets.</td>
<td>25</td>
</tr>
<tr>
<td>- Directly interacting with clients and on-site troubleshooting and problem-solving.</td>
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<tr>
<td>- Maintains a customer-oriented attitude. Ability to develop trust with constituents at all levels (staff, users, peers, leadership) and build a consensus as needed through customer relationship management techniques such as calling, scheduling services, communicating changes, etc.</td>
<td></td>
</tr>
<tr>
<td>- Prioritize multiple important requests and identify opportunities to reduce cost and increase service.</td>
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<tr>
<td>- Provide coordinated desktop support services across the college in order to standardize processes and resource utilization to improve quality of service.</td>
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<tr>
<td>- Communicate complex processes and technologies to management, student techs, and the IT users in the college through e-mails and special meetings.</td>
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<tr>
<td>Assist with maintenance and management of desktop support infrastructure technologies:</td>
<td>25</td>
</tr>
<tr>
<td>- Use and maintenance of Active Directory and the organizational units within.</td>
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<td>- Modify monitor and keep up to date the group policies applied to the college.</td>
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<tr>
<td>- Update, implement and manage SCCM services.</td>
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<tr>
<td>- Maintain and monitor security systems such as McAfee ePO.</td>
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<tr>
<td>- Manage the deployment of computer operating system images via various medium such as DVDs, SCCM, or imaging.</td>
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<tr>
<td>- Manage the deployment of software package updates using Group Policy, SCCM, or other standard practice techniques.</td>
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<tr>
<td>- Use programming skills to implement new tools for the department to use.</td>
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<tr>
<td>Works with H Sci IT team to identify common root causes and fix those. When necessary, uses programming skills to implement new tools for internals staff and departments to use.</td>
<td>10</td>
</tr>
<tr>
<td>- Research new methods, technologies and strategies to improve service and productivity.</td>
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<tr>
<td>- Research requested software for trials and proposed use in the college.</td>
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<td>- Develops and maintains operational documentation to assure the smooth daily operations and continuation of desktop infrastructure and other job functions.</td>
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<td>- Work with 3rd party entities to discuss hardware and software issues.</td>
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<td>Attends meetings and professional development opportunities as required or directed by management.</td>
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<tr>
<td>- Collaborate with entities outside of the college to build support relationships across campus.</td>
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<tr>
<td>Participates in other technology support team activities as required by HS IT management (i.e. other duties as assigned).</td>
<td>5</td>
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</tbody>
</table>
### Other Essential Functions

Describe the working conditions of your job, including any unpleasant features like heat, cold, exposure to chemical substances, etc. Take into consideration lighting, temperature extremes, noise or air pollution, work hazards and the possibility of disease. Describe the amount of physical dexterity of hand operations or other coordinated motions which the job regularly requires, e.g. eye/hand coordination in operating a keyboard or manual dexterity and exactness in the use of hand instruments.

**Typical physical and ergonomic issues associated with computer use.** Must be able to lift, move, and transport irregularly shaped objects (computers, printers, monitors, furniture) of 50 lbs or more on a routine basis, often repetitively. This job requires nearly continual use of computer keyboard, and mouse.

#### LIFT, PUSH/PULL ACTIVITY:
Indicate all that are applicable.

<table>
<thead>
<tr>
<th>Definition</th>
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<tbody>
<tr>
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#### PHYSICAL REQUIREMENTS
Indicate all that are applicable.

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<td>BEND</td>
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<td>BALANCE</td>
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<tr>
<td>REACH</td>
</tr>
<tr>
<td>HANDLE/GRASP</td>
</tr>
<tr>
<td>FINGER</td>
</tr>
<tr>
<td>REPETITIVE MOTION</td>
</tr>
<tr>
<td>SPEAK</td>
</tr>
<tr>
<td>HEAR</td>
</tr>
<tr>
<td>VISUAL ACUITY</td>
</tr>
</tbody>
</table>

**PHYSICAL SURROUNDINGS AND HAZARDS:**
Indicate all that are applicable.

**Complexity**

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please indicate total percent of time spent supervising</td>
<td></td>
</tr>
<tr>
<td>Describe the nature of your responsibility for money, machines, equipment, supplies.</td>
<td></td>
</tr>
<tr>
<td>What loss can occur through an honest error? Losses include both dollar outlays and non-monetary or human considerations.</td>
<td></td>
</tr>
<tr>
<td><strong>Records and reports</strong></td>
<td>What records or reports do you prepare which require you to gather, analyze, and summarize data?</td>
</tr>
<tr>
<td>-------------------------</td>
<td>------------------------------------------------------------------</td>
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<tr>
<td></td>
<td>What is the source of the data for the records or reports?</td>
</tr>
<tr>
<td><strong>Does the position require work knowledge beyond the duties of this job? If so, state examples below.</strong></td>
<td>Work in own department:</td>
</tr>
<tr>
<td></td>
<td>Work in other departments:</td>
</tr>
<tr>
<td></td>
<td>University policies:</td>
</tr>
<tr>
<td></td>
<td>Are externally imposed deadlines a routine part of the duties of this position excluding those established by one's supervisor or department head? If so, give illustration.</td>
</tr>
<tr>
<td></td>
<td>Is responding to questions and problems on an immediate basis a regular daily aspect of this position? Give specific examples.</td>
</tr>
<tr>
<td></td>
<td>Checking of Incumbent's Work: How, by whom, and with what frequency is your work inspected, checked or verified?</td>
</tr>
</tbody>
</table>

## Qualifications

<table>
<thead>
<tr>
<th><strong>REQUIRED QUALIFICATIONS</strong></th>
<th>Bachelor's degree in Computer Science, Management Information Systems, or Computer/Electrical Engineering and related experience OR a combination of education and experience totaling more than four years at a comparable level and directly related to this position.</th>
</tr>
</thead>
</table>
| **PREFERRED QUALIFICATIONS** | -Experience supporting the IT needs of a large organization.  
-Experience with trouble ticket tracking system.  
-Experience working with desktop computer hardware and software applications and understanding of basic network configuration and troubleshooting.  
-Experience with current Windows XP/Win7 and Mac OS X, including purchase configuration, installation, imaging, and setup.  
-Experience with Active Directory administration, Group Policy, SCCM, ePO, and expertise with software deployment techniques in a Windows-based infrastructure.  
-Experience setting up and supporting student computing labs.  
-Experience with lab software virtualization technologies.  
-Experience with program/script development, (i.e. Powershell) |
| **KNOWLEDGE, SKILLS AND ABILITIES** | Hands-on knowledge of computer desktop hardware and software applications. An ability to solve problems and explain solutions clearly and concisely. Candidates should have the ability to learn |
out the duties of this position?

quickly, to extrapolate solutions from related experiences, and to anticipate consequences and outcomes. Candidates need strong verbal and 'people' skills. Experience working with Windows XP/Win7 and Mac OS X to include installation and setup of desktop computers. An understanding of basic network configuration and troubleshooting.

After being hired or moved into this position, how much on-the-job training is required to learn all the major duties and be able to perform them well?

To perform this job well at least a year of on the job training is required for someone coming from outside the university. In addition to standard knowledge of Windows and Mac applications, desktop hardware, web applications, and network infrastructure, the candidate needs to understand the college organization, the systems in place, the customization of applications for use in the college, the procedures of support, repairs, troubleshooting, replacement of equipment, etc. In addition, the candidate will need to understand and learn to work with organizational expectations, resources, and limitations.

<table>
<thead>
<tr>
<th>Education, Knowledge, Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Special Qualifications:</strong> Please list special qualifications in addition to required qualifications for this classification.</td>
</tr>
<tr>
<td>Knowledge, skills, and abilities: Describe specific knowledge, ability, and skill requirements of this position.</td>
</tr>
<tr>
<td>Training: Assuming that a new employee on this job has the necessary education and experience to qualify for the position, what training is necessary to achieve an acceptable performance level after the employee is on job?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Leadership &amp; Internal/ External Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>LEADERSHIP</strong></td>
</tr>
<tr>
<td>Indicate the classification and number of employees directly supervised:</td>
</tr>
<tr>
<td>Indicate the classification and number of employees indirectly supervised:</td>
</tr>
<tr>
<td>Describe any other types of leadership responsibility that the position has (i.e. leadership for projects and/or functions)</td>
</tr>
<tr>
<td><strong>INTERNAL CONTACTS</strong></td>
</tr>
<tr>
<td>With whom does the position regularly communicate inside the University in order to perform duties? What is the purpose of the communication and how often does it occur?</td>
</tr>
</tbody>
</table>
EXTERNAL CONTACTS

With whom does the position regularly communicate outside the University in order to perform duties? What is the purpose of the communication and how often does it occur?

Vendors - Evaluate new products; coordinate purchases - Monthly
Other universities - Technology issues; service strategies - Occasional
Visitors - Technology issues; general PR - Occasional

COMPLEXITY

Describe several of the more difficult and complex problems or projects that have been handled by this position in the past twelve months. For new positions, describe the types of problems or projects anticipated.

1. Ability to capture "process," and translate to technology and procedures for others to follow. Examples:
   - Exchange e-mail migration - develop procedures to migrate e-mail boxes from Eudora to Outlook
   - File server usage - work with clients and students on desktop management of desktop computer drives as we migrate to the campus data storage solution. Post documentation to the web site and communicate with clients.
   - Setting up lab images and deploying hardware and software in computing labs.
   - Developing processes, instructions, and utilities which ensure a smooth transition to Windows7 for labs and desktops.

2. Expanding the use of IT across the college while minimizing cost and increasing or stabilizing service and identifying opportunities for problems in labs, as well as desktop systems, must be accurately identified, diagnosed and resolved immediately to assure maximum availability of labs and desktop systems for the purposes of research and instruction.

Areas of complexity involve in-depth understanding of new technologies and services becoming available on-campus, integrating those into the current IT infrastructure (labs and desktops); sharing in the technological management of the current Windows computer infrastructure (labs and desktops).
- Schedule installations of departmental "specialized" software such as SAS, SPSS, Adobe CS, etc.
- Software and hardware upgrades in the labs are typically confined to a short window of time (between semesters). All new equipment must be acquired, installed, configured, tested and made ready during these time periods.
- The job incumbent will interact with staff and faculty members and other users to identify software to be added to the lab environment and desktop systems. This software will have to be tested for compatibility and proper function where many technical factors interact.

The person in this position must have the ability to adopt creative strategies in response to the challenges of the job. Computing labs must often support many differing faculty and student needs simultaneously and thus are a highly complex environment. Faculty desktop systems often require immediate attention so faculty working on course materials can prepare for class. Unforeseen interactions among software and hardware can often lead to unanticipated problems that are difficult to diagnose and resolve.

The computing labs and faculty desktop systems in the college are an essential element of the CHS teaching environment. Faculty and students are highly reliant upon these facilities and systems to teach courses. The positive impact of this position is reflected in highly functional IT environment that greatly assists in the successful pursuit of the educational mission of the college.

By contrast when the labs or desktop systems function poorly or are unavailable students and faculty, clients will not be able to complete their assigned coursework or prepare for class. This will reflect poorly on the college IT support team, the college itself, and the individual faculty members. Students and faculty become extremely dissatisfied in these cases when they are unable to utilize their systems to teach courses effectively.

This person is responsible for assisting with the effective and smooth operation of the labs and faculty systems. The labs represent an investment of more than $250,000 in hardware and software. $10,000 or more each year is consumed in supplies, materials and maintenance. For faculty, their individual systems cost about $1000-$1500 with about 300 faculty in the college

| FREEDOM OF ACTION | Program and Service development - weekly
| Overall performance evaluation and planning - Annually
| Special projects - several times per year
| Progress updates - several times per week |

All relevant ISU policies governing purchasing procedures and other general accounting and business procedures as well as all relevant personnel and employment policies. Prevailing best practices in lab management and desktop support will be studied and applied where appropriate.
<table>
<thead>
<tr>
<th>Date</th>
<th>Signature of Employee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td>Signature of Immediate Supervisor</td>
</tr>
<tr>
<td>Date</td>
<td>Signature of Department Head</td>
</tr>
<tr>
<td>Date</td>
<td>Signature of Dean or Director</td>
</tr>
<tr>
<td>Date</td>
<td>Signature of Vice President</td>
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</tbody>
</table>