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# Example of IT Professional Job Description

Our company is growing rapidly and is hiring for an IT professional. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for IT professional

* Build trust and relationships with faculty and staff to support their initiatives
* Provide consultative support to faculty on any and all technology relevant to their work (may include collaboration tools such as videoconferencing, communication technologies including web and social media, and advanced applications)
* Provide expert technical advice and/or leadership to technical teams unit management
* Stay informed of, and leverage broader campus IT initiatives and policies
* Setup, install and configure office and productivity software on campus laptop and desktop computers - both Windows and Mac based
* Recommend and install appropriate hardware upgrades and perform repairs on campus laptops and desktop computers - both Windows and Mac based
* Respond to and resolve, in a timely fashion, assigned work orders generated through the OIT Help Desk
* Install, configure, and troubleshoot university encryption software for both Windows and Mac based campus computers
* Research, test, install, configure, and troubleshoot imaging software used to deploy operating systems on Windows and Mac based computers
* Install, configure, and troubleshoot networked office printers

## Qualifications for IT professional

* Working knowledge of Cisco ASA firewall and switch configuration
* Windows Server 2008/12, Exchange Server 2010, Office 365
* Provide on-site support for general hardware, software, and network problems on campus desktop computers
* Perform file backup and data restoration using university and departmental resources, such as the campus network and/or various external devices
* Perform basic administration and support of campus servers and set up printer and file sharing for campus workstations and users
* Update workstation support tickets/work orders with current information and close or transfer them with-in a timely manner