

IT Consultant Job Family

JOB TITLE	IT Consultant I (may be Support or Admin)	IT Consultant II (Admin Level 2)	IT Consultant III (Admin Level 3)	Senior IT Consultant (Admin Level 4)
<b>Promotion Criteria</b>	Entry level – little or no IT experience required; however, experience in providing support of some type is generally required.	-Sustained high quality client interaction -Demonstrated ability to learn/apply new technology -Good time management and followthrough	-Demonstrated ability to lead projects, or components of a larger project -Viewed as an ‘expert’ in at least one area	-Clearly able to work autonomously, as well as engaging or leading others in various projects -Viewed as an ‘expert’ in several areas -Able to effectively address complex issues having significant impact
<b>Position Overview Statement:</b>	-Responsible for assisting MIT customers with use of information technology, via printed or web-posted material, telephone, e-mail, and/or in person. -Works closely with teams within IS&T and across MIT.	-Supports and/or oversees services for specialized computing and/or multiple technologies.	-Working directly with clients, defines IT requirements and develops standards to ensure reasonable consistency across all supported platforms and among departments. -Communicates with and solicits input from user communities and other teams to identify next steps.	-Responsible for leading, facilitating, and supporting the effective use of IT at MIT. -Significant leadership in cross-functional groups addressing long-term and strategic needs, setting the direction for IT use.
<b>Principal Duties and Responsibilities</b>	-Interacts with customers to determine needs and priorities. -Provides customer support through one or several means: on site diagnosis, group training, software or hardware problem resolution, analysis of existing documentation, etc. -Develops and maintains good working relationships with both customers and colleagues, individually and as teams.	-May develop and implement standards and procedures. -May assist with planning and scheduling team activities. -May work with project teams in the design, creation, and/or in testing of new products, services, procedures. -Helps technological and lay staff determine needs and match resources to business priorities for matters ranging from application development through	-May be the “go-to person” for a service area. -May manage projects, either intra-IS&T or with customers. -Works with IT developers to improve user experience. -Assists customers through consultation, diagnosis, and implementation of solutions that are reasonable within resources available and that will leverage existing technologies at MIT. -Handles disagreements,	-Advocates for IT best practices as they relate to design, programming, accessibility and usability. -Devises IT strategic initiatives that further clients’ long term goals and short term objectives. -May be the “go-to person” for one or more material technology areas. -Demonstrates comfort handling intricate, large IT systems; complexities in their implementation; and problems in their

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		hardware acquisitions.	conflicts, and unexpected problems in ways that maximize team effectiveness.	support.
<b>Supervision Received:</b>	-Work is reviewed weekly to monthly by Team Leader. -Supervisor sets specific deadlines and schedules.	-Work is reviewed weekly to monthly by Team Leader.	-Work is reviewed at key stages. -May work independently and build projects from conception to implementation with little or no guidance.	-Typically receives general guidance from more senior members of the team or a Director.
<b>Supervision Exercised:</b>		-May informally coach others within the team and other IS&T individuals to share knowledge and develop skills.	-Functional supervision may be exercised over staff and student employees assisting in day-to-day activities.	-Mentors others in developing appropriate skills.
<b>JOB IMPACT</b>				
<b>Overall Impact</b>	-Work generally has limited immediate impact. -Individual contributes to team processes and procedures.	-Work often requires multiple interactions with customers over time. -Individual efforts seen as representing and contributing to team results.	-Individual has significant share of responsibility for the results of team.	-Work generally has longer term impact, and significantly affects how business is done in a functional area within IS&T or a major customer.
<b>Functional/ technical</b>	-Ability to learn new technology and understand similarities and key differences	-Good understanding in at least one area (e.g. PC or Mac), and developing understanding in additional areas	-Generally considered an 'expert'/go-to person in at least one area	-Broadly recognized and respected for technical acumen and ability to apply knowledge on behalf of client.
<b>Organizational/ political</b>	-Understands how one's work relates to the mission and strategic direction of the team.	-Understands the short-term goals and direction of own team. Is aware how IS&T strategic goals and initiatives apply to own team.	-Balances the competing short- and long-term goals within one's team in alignment with IS&T goals and initiatives.	-Takes the lead in assuring the proper balance of multiple, competing priorities within own area, IS&T, and MIT.
<b>Change Management</b>		-Exercises flexibility and discretion in negotiating tasks and priorities with customers.	-May lead and facilitate organizational change to improve strategic use of IT solutions.	-Creates consensus base for innovation. -Assures that change "champions" are identified and engaged.
<b>QUALIFICATIONS/ TECHNICAL SKILLS:</b>				
<b>Knowledge, Skills &amp;</b>	-Experience working	-Has deeper	-Has expertise in	-Has knowledge and

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<p><b>Expertise</b></p>	<p>with clients, including effective communication skills -May have practical experience and specialized training; college degree, technical credentials or equivalent experience in one or more areas of IT (e.g., PC, Mac, etc.).</p>	<p>knowledge of the specific area or areas of IT in which they specialize. -Maintains an awareness of state of the art concepts, practices and technologies and applies this awareness to his/her work. -Understands the purpose and operations of other teams within IS&amp;T.</p>	<p>principles and concepts underlying an area of IT. -Current and proficient in any new concepts or practices in own IT discipline, and applies that knowledge to the current work. -Has in-depth understanding of the different aspects of MIT's purpose and operations (academic; research; administrative). Has some awareness of external trends and best practices. -Basic knowledge of project management.</p>	<p>experience in two or more major areas of expertise. Has general understanding of business requirements for IT. -Has significant project management skills. -Integrates and aligns new IT concepts or practices with future needs. Anticipates user needs and finds long term solutions. -Applies external trends and best practices to their own area in ways that affect how IS&amp;T operates and delivers service to customers.</p>
<p><b>Critical Thinking &amp; Problem-Solving</b></p>	<p>-Sees relationships between problem components and prioritizes them. Draws on experience and knowledge of available resources (manuals, colleagues, vendors, etc.) to find solutions. -Suggests ways to improve team's work methods and procedures.</p>	<p>-Extrapolates existing information/practices to solve problems. May help team members and/or customers clarify somewhat complex problems or situations. -Expected to participate in the development of improvements and help to implement the changes within team. May propose or initiate innovative changes to improve the way work is done by the team or across teams.</p>	<p>-Addresses complex problems or situations. -Has significant responsibility for developing improvements and innovations to enhance team's performance.</p>	<p>-Addresses problems—particularly those for which procedures and precedents may not exist—that need to be defined and analyzed in conjunction with senior management. -Works cross-functionally within IS&amp;T and/or across MIT to solve problems, implement changes, identify and initiate continuous improvement.</p>
<p><b>Collaboration</b></p>	<p>-Seeks input from others and actively invites them to review his/her work or ideas at draft stage -Shares relevant information with team members and/or customers that may be</p>	<p>-Works to identify and resolve issues (e.g., technical disagreements, business concerns) within a group. -Occasionally leads team or groups through a problem-</p>	<p>-Represents and promotes the team's mission and goals across teams, processes, and departments, as needed. Knows when support from outside the team is needed to</p>	<p>-Actively participates in formal cross-functional problem-solving groups and also charts groups to address broad issues. Builds consensus and resolves conflict within and among groups.</p>

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	<p>affected. Actively participates in informal or formal group problem solving with regard to immediate issues.</p>	<p>solving process. -Reviews work at critical milestones with team leader or sponsor in order to maintain their commitment and support. -Serves as an informal "ambassador" for the team's work.</p>	<p>help move forward, and acts accordingly.</p>	<p>-Identifies and brings together those critical to resolving problems or reaching decisions. -Knows the decision makers and opinion leaders that must be ultimately consulted, advised, or asked for an action to occur.</p>
<p><b>Communication Effectiveness</b></p>	<p>-Effectively interacts with team members and customers, employing an appropriate communication style. -Extracts information (from users; from documentation; from industry literature) required to deal with the situation at hand. Seeks additional information to enhance understanding. -Attempts to resolve interpersonal issues without intervention.</p>	<p>-Translates technical information into specifications or action plans. May probe with customers to discover unexpressed information. -May develop presentations that inform team members and customers. -Exercises diplomatic approach in dealing with other members of IS&amp;T.</p>	<p>-Writes and presents reports and/or proposals that persuade or communicate important messages. -Understands and interprets other viewpoints and assimilates them, as appropriate, into new or revised work processes and products. -Works to resolve conflicts (e.g., technical disagreements or design reviews) in own work unit.</p>	<p>-Identifies and acts on common themes in what is heard from team members and customers, as well as what exists in industry literature. -Finds or creates appropriate communication vehicles for own work and team's work. -In addressing ongoing conflicts, maximizes possible options for all parties while minimizing IS&amp;T and MIT exposure to risk.</p>
<p><b>Decision Making</b></p>	<p>-Decision making guided by general instructions and practices requiring interpretation.</p>	<p>-Decision making guided by specific IS&amp;T and team policies and objectives within which frequent decisions are required. -Makes recommendations for solving moderately complex problems.</p>	<p>-Decision making guided by IS&amp;T and MIT precedents and objectives. -Makes decisions and recommendations on issues affecting projects and a client base.</p>	<p>-Takes initiative to respond quickly to issues -When delegating and/or referring problems to management, provides complete information and context.</p>
<p><b>Influencing and Leading</b></p>	<p>-Serves as an example with regard to quality of work. -Meets established deadlines and work standards.. -May guide others in carrying out routine tasks. Helps team</p>	<p>-With or without formal authority, persuades and influences others. -May negotiate needed actions, using established precedents. -May informally coach others (e.g., students,</p>	<p>-Working with management, helps create standards for a team and assists in establishing methods of accountability for the completion of assignments and tasks.</p>	<p>-Guides others in devising and implementing ways to accomplish goals. -Provides project leadership within area of responsibility. -Defines and reviews high level goals, and</p>

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	members and/or customers think through alternatives and choices.	new hires, other team members or customers).	-Demonstrates flexibility and discretion in negotiations with customers and/or colleagues.	objectives for projects. -Frequently persuades and negotiates in complex and/or sensitive matters.
<b>Responsibility &amp; Accountability</b>	<ul style="list-style-type: none"> <li>-Follows defined team methods and procedures to complete work. May recommend new team procedures. Prioritizes tasks to be completed during week.</li> <li>-Develops specific goals for one's own work.</li> <li>-Recognizes immediate obstacles to completing work. Follows through in resolving basic problems. Appropriately escalates more complex issues to a supervisor.</li> </ul>	<ul style="list-style-type: none"> <li>- May recommend new procedures affecting several teams. Prioritizes tasks to be completed in the short-term.</li> <li>-Identifies complex, multi-faceted problems and takes immediate action to address them.</li> </ul>	<ul style="list-style-type: none"> <li>-Follows team and IS&amp;T procedures, but regularly evaluates those procedures. Typically directs the work of others. Prioritizes project work.</li> <li>-Anticipates consequences of actions and prepares for potential problems or opportunities that are not obvious (e.g., are not part of the standard practice in the field).</li> <li>-Sets goals for others that support short-term team goals. May establish long term goals for others.</li> </ul>	<ul style="list-style-type: none"> <li>-Takes ill-defined problem situations, decides what is needed, and follows through until problem is resolved.</li> <li>-Creates and fulfills expectations of reliability and thoroughness among clients and coworkers.</li> <li>-Seeks out and engages in important, often cross-functional, work that is likely to have wide and significant impact.</li> </ul>