

Professional Information Technology Classification Matrix

Criteria	Level of Responsibility	Application of Knowledge	Judgment	Education/ Experience	Level of Accomplishment	Communication Skills	Leadership	External Representation
Definitions	Scope and scale of responsibility for work performed and/or delegated	Scope and depth of professional knowledge and innovation as applied to technology, support, personnel, and/or business systems within information technology	Scope, depth, and impact of judgment on work assignments	Level of formal education and/or related professional experience/ development required for the position	Depth of professional accomplishments What does the person bring to the position	Scope of verbal/written communication skills	Level of direction needed and/or leadership exercised	The scope and nature of external representation (external to MTU)
Level 1	May require participation in cost justifications and/or purchase recommendations Technical responsibility may include hardware devices or User support responsibilities include hardware systems or stand-alone software	Applies standard procedures to complete a series of tasks Installs, supports, configures	Works with known factors requiring very limited judgment Work consists of minor phases of broader assignments	No degree with 6 months to 2 years experience or Associate Degree	Good personal recommendation from references, supervisor, educational institution, and/or previous employer	Effective interpersonal communication, both verbal and written	Follows specific instructions to complete tasks	Direct contact with customers Supervised contact with sponsors and vendors
Level 2	May have some functional supervisory responsibilities Technical responsibility expands to include hardware systems or stand-alone software or User support for software and hardware systems	Diagnoses typical problems and applies the known solutions Creates solutions and procedures for recurring problems	Develops a plan of solution for assignments Judgment is applied to technical aspects of assignments	Associate Degree + 2 years experience	Good recommendation of accomplishment from references, supervisor, educational institution, and/or previous employer	Communicates simple procedures both written and verbal	Receives guidance prior to tasks but is expected to perform tasks with minimal supervision	Same as Level 1
Level 3	Coordinates work with others Technical responsibilities expand to include software and hardware systems or User support for complex or comprehensive systems	Designs subsystems or Develops processes/procedures for the deployment, maintenance, or diagnosis for predesigned systems	Uses judgment in selection, adaptation, and modification of standard technical processes	Bachelor's Degree	Good academic record for degreed individuals or record of achievement in technical areas	Provides effective written and verbal communication related to complex topics	Works independently Has a clear understanding of, and works toward, the mission and goals of the unit	Direct contact with vendors
Level 4	Effective supervision may include (any or all of) hiring, promoting, dismissing, assigning, monitoring, training, evaluating, and mentoring of hourly staff and/or student employees or Financial responsibility expands include to budget components or budget proposals or Technical responsibility expands to include complex or comprehensive systems	Designs systems Develops processes/procedures for the deployment, maintenance, diagnosis, or implementation for predesigned complex or comprehensive systems Contributes technical knowledge to proposals.	Ability to review and evaluate work of peers Requires judgment to insure successful completion of projects and objectives	Bachelor's Degree + 2 years experience	Sufficient professional experience to work independently on a day-to-day basis Consulted on information technology developments and activities	Able to negotiate Presents to peer groups	Pursues objectives and seeks opportunities Demonstrates consistency among principles, values, ethics, and behavior to establish and maintain credibility with a variety of constituents (peers, employees, customers, etc.)	Direct contact with sponsors where appropriate and/or Participates in external committees and organizations.

<p>Level 5</p>	<p>Effective supervision may expand to include professional staff</p> <p style="text-align: center;">or</p> <p>Financial responsibility expands to include project budgets, expenditure approvals and contracts</p> <p style="text-align: center;">or</p> <p>Technical responsibility expands to include comprehensive and complex systems</p>	<p>Designs complex and comprehensive systems</p> <p style="text-align: center;">or</p> <p>Strategic planning for systems</p>	<p>Plans and conducts work requiring independent judgment in the design, adaptation, and modification of standard techniques, processes, and criteria</p> <p>Creates project plans and tasks</p> <p>Requires comprehensive judgment to insure successful completion of projects and objectives</p>	<p>Bachelor's Degree + 4 years experience</p> <p style="text-align: center;">and/or</p> <p>Master's degree</p>	<p>Demonstrated innovative technical activities</p>	<p>Writes formal reports or technical specifications for management</p> <p>Presents to formal groups</p>	<p>Builds and directs teams</p> <p>Develops and promotes environments that improve effectiveness and productivity</p>	<p>Provides status reports to sponsor for subtasks</p> <p style="text-align: center;">and/or</p> <p>Participates in preparation and presentation of proposals</p> <p style="text-align: center;">and/or</p> <p>Responsible for negotiating with vendors.</p>
<p>Level 6</p>	<p>Effective supervision typically includes professional staff with some diverse responsibilities</p> <p style="text-align: center;">or</p> <p>Financial responsibility expands to include department budgets, expenditure approvals, and contracts</p> <p style="text-align: center;">or</p> <p>Technical responsibility expands to include business and enterprise processes and systems</p>	<p>Strategic planning for complex systems</p> <p>Assesses the need for and/or implements change initiatives, new policies, new systems, etc.</p>	<p>Independently applies extensive and diversified knowledge of practices in broad areas of responsibility</p> <p>Demonstrated creativity, foresight, and comprehensive judgment in overseeing areas or multiple large projects</p> <p>Independently conceives, plans, and conducts technical initiatives to meet diverse department(s) needs</p>	<p>Master's Degree + 2 years experience</p> <p>Where applicable, personnel management experience</p>	<p>Collaborated with external professionals on information technology developments and activities</p> <p>Participated in conference activities</p> <p>Proven accomplishments of innovative work</p>	<p>Writes proposals, grants, and/or publications</p> <p>Communicates strategic plans/projects</p>	<p>Establishes and reinforces environments which promote empowerment and innovation</p> <p>Encourages employee learning and excellence</p> <p>Gains support and commitments of others to take action</p> <p>Leverages the diverse talents of people and demonstrates an understanding of different cultures to enhance performance</p>	<p>Responsible for preparation of proposals</p> <p style="text-align: center;">and/or</p> <p>Reports to sponsor for the task/project</p>
<p>Level 7</p>	<p>Effective supervision includes professional staff with diverse responsibilities</p> <p style="text-align: center;">or</p> <p>Financial responsibility expands to include multiple department IT budgets and contracts</p> <p style="text-align: center;">or</p> <p>Technical responsibility expands to include multiple business and enterprise systems</p>	<p>Strategic development and/or deployment of university vision</p> <p>Mobilizes teams and resources to achieve and sustain results across the university</p>	<p>Independently conceives, plans, and conducts initiatives to meet broad university strategic technology needs</p> <p>Implements technology to meet strategic university needs</p>	<p>Master's Degree + 4 years experience</p> <p>Where applicable, management of professional personnel with diverse responsibilities is desirable</p>	<p>Peer recognition of innovative professional capabilities for information technology positions and may have co-authored or authored publications</p> <p>Complex project management experience.</p>	<p>Communicates complex topics to diverse formal groups, both verbally and written</p>	<p>Understands and is committed to overall mission and goals of the University</p> <p>Visionary/Strategic</p> <p>Instills a collective commitment to a common university purpose</p>	<p>Responsible for new program initiatives</p> <p>Responsible for development of partnerships</p>