

Guidelines for Departmental Information Technology Staff

The UCI Libraries' technology needs are served by the libraries' own Information Technology Department. However, there are exceptional instances when it may be appropriate for a library department to have additional technical support by hiring a programmer/analyst (P/A) or a Computer Resources Specialist (CRS) who resides within the organizational structure of that department. These guidelines are designed to:

1. Assist departments in assessing whether or not it is appropriate for them to obtain dedicated departmental IT support.
2. Define the partnership between the Libraries' Information Technology Department and the departmental IT support staff by outlining their respective areas of responsibility.

Proposed departmental IT positions will be submitted to the Human Resources Department who will assess the position in consultation with the Information Technology Department. Human Resources will make the final decision on the appropriateness of a proposed position.

Specific activities to be undertaken by departmental IT staff will depend on the individual job description. Job descriptions of departmental IT staff are to reference the requirements of the partnership with the Information Technology Dept. by including the following statement: "Adhere closely to all requirements listed in Section 2b of the Guidelines for Departmental IT Staff. See <http://ts.lib.uci.edu/itmcpp/itguidelines.doc>" Similarly, job descriptions of staff in the Information Technology Department are to reference the requirements of the partnership by including the following statement: "Adhere closely to all requirements listed in Section 2a of the Guidelines for Departmental IT Staff. See <http://ts.lib.uci.edu/itmcpp/itguidelines.doc>" Exceptions to the requirements must be documented. All dedicated departmental IT staff job descriptions should be reviewed by the Director of Information Technology for appropriate assignment of IT duties prior to posting.

1. Guidelines for obtaining dedicated departmental IT staff

Dedicated departmental IT staffing is not routinely assigned. It is only appropriate when there is a critical need for a number - but not necessarily all - of the following aspects of work:

- Expediency: this could involve imperatives related to timing, priority or geography
- Specialized knowledge and skills: where the unique nature or complexity of the function requires in-depth familiarity with the process and systems
- Ongoing need: there should be a continuing need - not a finite project
- Specialized technical needs: where the necessary expertise is not already available in-house
- Bulk of work: a critical mass exists which cannot be performed on an ongoing basis by Information Technology Department staff

2. Outline of partnership between the Information Technology Department and departmental IT staff

a. Information Technology Department's responsibilities:

- Participate in recruitment for departmental IT staff
- Provide initial orientation
- Provide training or include in training sessions as required
- Provide refresher training as requested by the supervisor of departmental IT staff
- Consult with departmental supervisors of IT staff on necessary skills
- Communicate any observed technical challenges or inadequacies of the departmental IT staff to their supervisor
- Provide input to departmental IT staff supervisors for evaluations
- Consult with departmental IT staff on appropriate technologies
- Assist with departmental IT staff's projects as appropriate
- Communicate/coordinate with departmental IT staff on ongoing projects etc.

b. Departmental IT staff responsibilities:

- Perform specialized tasks and activities as needed for their departments
- Perform immediate problem resolution issues with hardware/software
- Refer any and all network issues to the Information Technology Dept.
- Coordinate with the Information Technology Dept. regarding:
 - Backup issues for servers
 - Security issues – physical and virtual
 - Software upgrades
 - Access levels
 - Equipment purchases
 - Hardware configurations/setup
- Consult with Information Technology Department on appropriate technologies
- Inform Information Technology Department of upcoming projects
- Consider if activities might have broader systems related impact and communicate this to Information Technology Department
- Attend monthly Information Technology Operations Team meetings, adding agenda items and contributing to decisions
- Work on Information Technology Department's work-tickets that are related to the individual IT staffer's areas of responsibility and expertise
- Attend Information Technology Department training sessions as appropriate
- Assist Information Technology Department with rollouts of new software etc.

c. Departmental IT staff supervisor's responsibilities

- Consult with Information Technology Department on departmental IT staff member's necessary skills
- Request refresher training from Information Technology Department staff if necessary

- Request input for departmental IT staff evaluations from the Director of Information Technology.
- Ensure that department IT staff member fulfils the responsibilities listed in 2b above

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