

## SUPPORT ANALYST

PURPOSE: To provide hardware and software support services to computer users.

FUNCTIONAL AREAS: Under direction:

1. Analyze and solve hardware and software problems.
  - \* A. Evaluate user requirements and recommend micro-computer software and hardware solutions.
  - \* B. Perform the installation and/or integration of hardware and software following established standards.
  - \* C. Troubleshoot and resolve hardware and software problems, network malfunctions, and improper operation.
2. Plan and coordinate assigned projects.
  - A. Determine needs, requirements, timetables and priorities of assigned work projects.
  - B. Coordinate project implementation with other staff.
  - \* C. Assist in training users on introductory usage of desktop operating systems and application software.
  - \* D. Report on project progress, including achievements and technical issues, to supervisor, involved staff and end user.
3. Provide technical guidance for the acquisition of hardware and software.
  - \* A. Assist with information gathering related to software application functionality and hardware specifications.
  - \* B. Provide technical inputs and recommendations for hardware and software upgrades to meet user needs and demands.
  - C. Maintain up-to-date awareness on the latest technology.

## JOB REQUIREMENTS

### Education & Experience Requirements:

- ◆ A. Completion of a degree program in an IT related field and two (2) years of verifiable work experience in the installation, support, and troubleshooting of personal computers, networks, and peripheral equipment. OR
- B. A combination of verifiable education, certification, and/or experience, determined to be equivalent, which demonstrates possession of the knowledge, skills, and abilities listed below.

### Knowledge Requirements:

- ◆ A. Knowledge of the principles and techniques of personal computer operating environments.

- ◆ B. Knowledge of desktop software applications.
- ◆ C. Knowledge of local area network technology and data communications.
- ◆ D. Knowledge of the operation and integration of personal computers and related peripheral equipment.

Skill Requirements:

- A. Skill in communicating technical information logically and accurately in oral and written forms.
- ◆ B. Skill in installation of personal computers and associated peripherals.
- ◆ C. Skill in configuration and support of local area network hardware and software.
- ◆ D. Skill in troubleshooting hardware and software problems related to personal computers and associated peripherals.
- E. Skill in preparing written materials such as policies, procedures, configurations, plans, and recommendations.

Ability Requirements:

- ◆ A. Ability to research, analyze, and solve problems.
  - ◆ B. Ability to communicate on a one-to-one basis and before groups for the purpose of obtaining or providing information related to user needs.
  - C. Ability to establish and maintain effective working relationships with supervisors, users, co-workers, and other staff.
  - D. Ability to manage and track multiple projects concurrently.
  - ◆ E. Ability to occasionally stoop, kneel, crouch, crawl, recline and climb ladders to wire offices for new network connections and install personal computers.
  - ◆ G. Ability to lift and carry supplies and equipment weighing up to 50 pounds.
- \* Essential functions of the job.
- ◆ Job requirements necessary on the first day of employment.

Anlst: MS	Class: 4126	Union: Basic	Pay: 131	CSB: 20110802
CC: 20110815	Res: 11-0417R	EEOC: Technician	EEOF: Admin/Finance	WC: 9410