

SUPPORT ANALYST

SUMMARY/PURPOSE

Support and maintain in-house computer systems, desktops, mobile devices, peripherals and software. This includes installing, diagnosing, repairing, maintaining and upgrading all hardware and software while ensuring optimal workstation performance.

DISTINGUISHING FEATURES OF THE CLASS

Employees at Support Analyst level are distinguished from the Senior Support Analyst level by the amount of guidance and instruction needed to perform duties as assigned, and are not expected to function with the same amount of program knowledge, proficiency, or skill level. Positions at this level exercise less independent discretion and judgment in matters related to work procedures and methods.

ESSENTIAL DUTIES AND RESPONSIBILITIES (other duties may be assigned)

1. Assist in developing long-term strategies and planning for meeting future computing needs.
2. Support development and implementation of new technology projects and installations.
3. Aid in development of business continuity and disaster recovery plans, maintain current knowledge of plan executables, and respond to crises in accordance the plans.
4. Conduct research on personal computing products in support of procurement and development efforts, evaluate and recommend products for purchase.
5. Coordinate, recommend, schedule, and perform PC equipment improvements, upgrades, and repairs.
6. Assist in software acquisition and license compliancy tracking.
7. Perform onsite analysis, diagnosis, and resolution of desktop problems for end users, and recommend and implement solutions, including offsite repair for remote users as needed.
8. Collaborate with system, application and network administrators to ensure efficient operation of the City's desktop computing environment.
9. Assist in preparing, maintaining and upholding procedures for logging and reporting on desktop operations.
10. Maintain inventory of all desktops, laptops, tablets, printers and other equipment.
11. Liaise with, and provide training and support to, end users and staff on equipment operation.
12. Develop and distribute help sheets, usage guides, and FAQ lists for end users.
13. Recommend, schedule, and perform desktop software and hardware improvements, upgrades, patches, reconfigurations, and/or purchases as needed.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
 - A. Completion of a degree program in an IT related field and one (1) year 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 totaling three (3) years which demonstrates possession of the knowledge, skills and abilities listed below.
2. Knowledge Requirements
 - A. Excellent technical knowledge of PC hardware, including desktops, laptops, tablets, handheld devices, etc.
 - B. Extensive equipment support knowledge with PC and peripheral technologies.
 - C. Working technical knowledge of current operating systems and standards.

- D. Excellent technical knowledge of PC hardware, including LAN cards, and wireless technologies.
 - E. Comprehensive hands-on hardware and software troubleshooting knowledge.
 - F. In-depth knowledge of desktop operating systems, including Microsoft and Apple.
3. Skill Requirements
- A. Hands-on hardware, software, and peripheral troubleshooting skill.
 - B. Application support skill with Microsoft application products, as well as troubleshooting skill with the various applications supported by the City.
 - C. Proven track record of developing and providing Service Level Agreements and Help Desk deliverables.
 - D. Strong written and oral communication skills including strong documentation skills.
 - E. Exceptional interpersonal customer service skills, with a focus on listening and questioning skills.
4. Ability Requirements
- A. Ability to conduct research into PC hardware and software issues and products as required.
 - B. Ability to present ideas in user-friendly language.
 - C. Understanding of the organization's goals and objectives.
 - D. Analytical and problem-solving abilities, with keen attention to detail.
 - E. Ability to be self-motivated and directed, with the ability to prioritize and execute tasks in a high-pressure environment.
 - F. Ability to work in a team-oriented, collaborative environment.
 - G. Ability to read and understand technical manuals, procedural documentation, and OEM guides.
 - H. Ability to operate tools, components, and peripheral accessories.
 - I. Ability to conduct research into PC and software issues and products as required.
5. Physical Ability Requirements
- A. Ability to frequently sit for extended periods of time.
 - B. Ability to frequently use dexterity of hands and fingers to operate a computer keyboard, mouse, hand and power tools.
 - C. Ability to lift and transport of moderately heavy objects, such as computers and peripherals weighing up to 50 pounds.
 - D. Ability to occasionally stoop, kneel, crouch, crawl, recline, and climb ladders to wire offices for new network connections and install personal computers.
 - E. Ability to work additional hours as required.
 - F. Ability to travel to and from City locations.

HR: MS	Union: Basic	EEOC: Technicians	CSB: 12/09/2014	Class No: 4126
WC: 9410	Pay: 131	EEOF: Admin/Finance	CC: 01/12/2015	Resolution: 15-0030R