

SENIOR 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. The Senior Support Analyst will actively resolve escalated end user help requests and provide end user training and assistance where required.

DISTINGUISHING FEATURES OF THE CLASS

Employees at Senior Support Analyst level are distinguished from the 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 more independent discretion and judgment in matters related to work procedures and methods and may be required to provide support to higher level situations.

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. Evaluate documented resolutions and analyze trends for ways to prevent future problems and alert management to emerging trends in incidents.
5. Create and deploy feedback mechanisms for end users. Analyze results, make recommendations for support process improvement, and implement changes.
6. Review and analyze the effectiveness and efficiency of existing systems and develop strategies for improving or further leveraging these systems.
7. Conduct research on personal computing products in support of procurement and development efforts, evaluate and recommend products for purchase.
8. Coordinate, recommend, schedule, and perform PC equipment improvements, upgrades, and repairs.
9. Assist in software acquisition and license compliancy tracking.
10. Perform onsite analysis, diagnosis, and resolution of complex desktop problems for end users, and recommend and implement solutions, including offsite repair for remote users as needed.
11. Collaborate with system, application and network administrators to ensure efficient operation of the City's desktop computing environment.
12. Assist in preparing, maintaining and upholding procedures for logging and reporting on desktop operations.
13. Develop and maintain inventory of all desktops, laptops, tablets, printers and other equipment.
14. Liaise with, and provide training and support to, end users and staff on equipment operation.
15. Oversee development and distribution of help sheets, usage guides, and FAQ lists for end users.
16. Train, coach and mentor Help Desk Technicians and other junior staff.
17. Communicate application problems and issues to key stakeholders, including management, development teams, end users, and unit leaders.
18. Assisting in providing Level I and II Support when request volumes are high.
19. Act as an escalation point for advanced or difficult help requests.
20. 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 three (3) 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 totaling five (5) 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 protocols, 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 and server operating systems, including Microsoft and Apple.

3. Skill Requirements
 - A. Hands-on hardware, software, and peripheral troubleshooting skill.
 - B. Extensive 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.

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