AUBURN
Human Resources

Endpoint Support Analyst

Job Description

JOB INFORMATION

Job Code	MA36
Job Description Title	Endpoint Support Analyst
Pay Grade	IT05
Range Minimum	$52,770
33rd %	$63,320
Range Midpoint	$68,600
67th %	$73,870
Range Maximum	$84,430
Exemption Status	Exempt
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JOB FAMILY AND FUNCTION

Job Family:	Information Technology
Job Function:	IT User Support

JOB SUMMARY

Under general supervision, provides consultative and technical support services to campus constituents to ensure timely problem resolution, system/data access, and optimal system performance. Provides support for desktop, mobile computing, and client/server technology. Provides consulting on more involved and difficult technology solutions such as evaluating software packages for multiple departments and recommending the best application for the intended purpose or helping departments develop and implement a computer hardware life cycle replacement strategy. May oversee or provide direction to junior employees.

RESPONSIBILITIES

- Provides high-quality customer service through courteous and professional communication. Supports and maintains effective relationships with consistent follow-up and documentation.
- Provides technical support to the University community to resolve moderately complex first- and second-tier desktop software, application, and communication issues in an efficient and timely manner. Thoroughly and accurately documents request history and routes advanced second- and third- tier requests to the appropriate technical personnel.
- Provides timely resolution of problem or escalation on behalf of the client by maintaining strong working relationships with IT professionals in other areas.
- Provides moderately complex consultation, support, and instruction for clients.
- Assists in the development of standard operating procedures and customer service guidelines. May assist with hardware and software evaluation or testing as part of the development of new initiatives being undertaken by supported constituent groups.
- Assists with the deployment of new applications, resources, and tools.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
Bachelor's Degree	No specific discipline. Degree in IT or related field preferred.	and	3 years of	Relevant IT experience in a service environment or university setting.	Or
Associate's Degree	No specific discipline. Degree in IT or related field preferred.	and	7 years of	Relevant IT experience in a service environment or university setting.	Or
High School Diploma or GED		and	11 years of	Relevant IT experience in a service environment or university setting.	

Substitutions Allowed for Education	Yes
Substitution allowed for Education: When a candidate has the required experience, but lacks the required education, they may normally apply additional relevant experience toward the education requirement, at a rate of two (2) years relevant experience per year of required education.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Understanding of the business environment of a large university system including a basic understanding of the University system, its policies, and its operating procedures.	And
Knowledge of information technology concepts and terminology, desktop OS and supported software applications, network fundamentals, IP protocol, and fundamental troubleshooting techniques.	And
Ability to troubleshoot and resolve issues with voice communications.	And
Knowledge of desktop ticketing systems.	And
Excellent communication skills both written and verbal.	And
Proficiency with professional computer systems and office applications.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
None required.				

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting				X		
Lifting	X					
Climbing			X			
Stooping/ Kneeling/ Crouching			X			
Reaching			X			
Talking					X	

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Hearing					X	
Repetitive Motions					X	
Eye/Hand/Foot Coordination					X	

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold			X		
Extreme heat			X		
Humidity			X		
Wet			X		
Noise			X		
Hazards			X		
Temperature Change			X		
Atmospheric Conditions			X		
Vibration			X		

Vision Requirements:

Ability to see information in print and/or electronically and distinguish colors.