AUBURN
Human Resources

Sr Endpoint Support Analyst

Job Description

JOB INFORMATION

Job Code	MA37
Job Description Title	Sr Endpoint Support Analyst
Pay Grade	IT07
Range Minimum	$64,310
33rd %	$79,310
Range Midpoint	$86,820
67th %	$94,320
Range Maximum	$109,330
Exemption Status	Exempt
Approved Date:	11/22/2019 11:38:30 AM
Legacy Date Last Edited	11/10/2019

JOB FAMILY AND FUNCTION

Job Family:	Information Technology
Job Function:	IT User Support

JOB SUMMARY

Under minimal supervision, provides consultative and technical support services to campus constituents to ensure timely problem resolution, system/data access, and optimal system performance. Provides advanced support for desktop, mobile computing, and client/server technology. Provides consulting involving researching technology solutions for complex issues such as helping university research committees evaluate and implement applications to streamline their proposal management processes or to implement university systems. Works with IT peers to develop more efficient ways to deliver technology services to customers. Mentors and leads 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 advanced technical support to the University community to resolve complex first- and second-tier common desktop software, hardware, and communications issues in an efficient and timely manner. Accurately documents request history and escalates 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 exceptional working relationships with IT professionals in other areas.
- Provides complex consultation, support, and instruction for users.
- Develops standard operating procedures and customer service guidelines. May provide input into hardware and software evaluation or testing to ensure IT needs specific to the project are considered throughout the process as well as ensure proper integration with existing processes and procedures.
- Serves as a team leader on complex issues and is responsible for guiding and supporting junior team members.
- Coordinates and assists with the deployment of new applications, resources, and tools.
- May serve as a lead within the team, coordinating the work of others and serving as the primary contact.

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 specified degree. Degree in IT or related field preferred.	and	6 years of	Relevant technical IT experience in a service environment or university setting.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

In-depth understanding of the business environment of a large university system including an in-depth understanding of the University system, its policies, and its operating procedures.	And
Advanced 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	
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.