AUBURN
Human Resources

Technical Support Analyst

Job Description

JOB INFORMATION

Job Code	MA49
Job Description Title	Technical Support Analyst
Pay Grade	IT06
Range Minimum	$57,160
33rd %	$70,500
Range Midpoint	$77,170
67th %	$83,840
Range Maximum	$97,180
Exemption Status	Exempt
Approved Date:	11/22/2019 2:13:47 PM
Legacy Date Last Edited	11/10/2019

JOB FAMILY AND FUNCTION

Job Family:	Information Technology
Job Function:	IT User Support

JOB SUMMARY

Under general supervision, assists with implementing IT technical support requests and proposals and in deriving needs assessments. Uses knowledge of systems analysis to implement and support technical University solutions. Resolves problems of a complex, comprehensive nature in areas to include enterprise and business applications and processes, University research processes, scripting and programming languages, operating systems, and current hardware management. May oversee or provide direction to junior employees.

RESPONSIBILITIES

- Analyzes and solves problems on complex computer applications and systems. Provides a wide range of in-depth technical assistance and guidance to campus constituents. Writes structured programs, as appropriate, using technologically current programming languages.
- Analyzes current and proposed hardware and software systems. Develops and maintains complex systems for various constituencies.
- Reviews proposals which consist of objectives, scope, and client expectations. Gathers facts, analyzes data, and prepares proposal synopses comparing alternatives in terms of cost, time, and available resources and recommends courses of action. Reviews, evaluates, and recommends solutions for hardware and software acquisitions.
- Provides individual and group instruction on computer technologies.
- Provides technical support for research and development initiatives and for the implementation of new technologies for University adoption.
- May serve as project leader for technology projects with large scope impacting University stakeholders, overseeing and integrating the work of other employees.

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 IT support and analysis, preferably in a university setting.	Or
Associate's Degree	No specific discipline. Degree in IT or related field preferred.	and	7 years of	Relevant IT experience in IT support and analysis, preferably in a university setting.	Or
High School Diploma or GED	General Education	and	11 years of	Relevant IT experience in IT support and analysis, preferably in a 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 including an understanding of the University, its policies, and its operating procedures.	And
Knowledge of multi-site VOIP environments.	And
Knowledge of computing technologies and demonstrated skills and abilities with a broad range of relevant multi- user computer systems.	And
Strong customer service orientation.	And
Ability to effectively communicate technical concepts to a non-technical audience.	And
Strong technical aptitude and computer skills.	

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			

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
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.