AUBURN
Human Resources

Sr Tech Support Analyst

Job Description

JOB INFORMATION

Job Code	MA50
Job Description Title	Sr Tech 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
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JOB FAMILY AND FUNCTION

Job Family:	Information Technology
Job Function:	IT User Support

JOB SUMMARY

Under minimal supervision, collaborates with constituents in formulating IT technical support requests and proposals and in deriving information system needs assessments. Utilizes extensive knowledge of systems analysis to plan and lead the implementation of technical solutions. Provides subject matter expertise in one or more technical areas to include enterprise and business applications and processes, University research processes, scripting and programming languages, operating systems, and current hardware management. Leads and mentors junior employees.

RESPONSIBILITIES

- Plans, coordinates, and schedules investigations, feasibility studies, and surveys of proposed, complex University software tools to include economic evaluations. Supports and ensures reliability of University software and hardware systems.
- Analyzes proposals, identifies proposal enhancements, and conducts feasibility studies. Recommends optimum approach and develops implementation plans. Writes structured programs, as appropriate, using technologically current programming languages to support University systems.
- Guides clients in formulating technical and information requirements. Advises on alternative computer technologies and on the implications of alternative selections. Reviews, evaluates, and recommends solutions for hardware and software acquisitions.
- Analyzes and solves problems on complex computer applications and systems across all University departments. Provides a wide range of in-depth technical assistance to campus constituents. Provides individual and group instruction on computer technologies.
- Provides input into research and development initiatives 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.
- 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 specific discipline. Degree in IT or related field preferred. Master's Degree in related field preferred.	and	5 years of	Relevant IT experience in IT support and analysis, preferably in a university setting.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Advanced understanding of the business environment of a large university including an in-depth understanding of University policies and 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.	
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			
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.