AUBURN
Human Resources

IT Operations Analyst

Job Description

JOB INFORMATION

Job Code	MA80
Job Description Title	IT Operations 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:	1/3/2024 5:13:24 PM

JOB FAMILY AND FUNCTION

Job Family:	Information Technology
Job Function:	General IT Infrastructure Systems Administration

JOB SUMMARY

The IT Operations Analyst is part of the OIT financial team, primarily responsible for managing the software that is used for OIT billing. This includes troubleshooting issues and maintenance of the software application. This role is also responsible for tracking all computer purchases as well as assisting with other financial duties as needed.

RESPONSIBILITIES

- Assists with and responds to requests from end users, mangers, developers, and team members for specific IT software assets management data information. Maintains the software for additions, expirations, corrections, and transfers of users, extensions, and FOPs; updates recurring charges, all codes, tax structure, cost center and location codes, and security level through the Service Now ticketing system. Responds to emails in the OIT Billing Folder for miscellaneous requests and updates as needed.
- Maintains records for campus computer purchases and support fees through Excel and enters documentation for the Pcard purchases through Banner. Interacts with Endpoint Support about the computer purchases and reconciles the computers in stock to the amount in Banner.
- Coordinates with other University offices on billing charges. Processes OIT charges for Admin and Tenants though the billing software by using Excel files and Access database to upload files and distributes reports to billing coordinators through email.
- Reconciles various accounts by using Excel, Banner, Banner Admin and other software. Performs miscellaneous requests for reports as needed, setup VPN access for external users as needed, and maintains records for VCOM transactions monthly. Obtains signatures for OIT Hosting contracts and updates recurring charges and organizes the folder through Excel, Word, and email.
- Performs various duties at year end for rate changes, updates for recurring charges, reconciliations, updates for tenant contracts, collection of signed documents for fraternities, and updates for fraternities and sororities through Excel and software.

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, business, finance or accounting preferred.	and	4 years of	Experience relevant to financial billing or accounting experience that includes working in financial software	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Basic knowledge of accounting principles, proficiency with word processing and spreadsheet applications, proficiency with professional computer systems, 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:	Office and Administrative Support

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 temperatures		X			
Hazards		X			
Wet and/or humid		X			
Noise			X		
Chemical		X			

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Dusts		X			
Poor ventilation		X			

Vision Requirements:

Ability to see information in print and/or electronically.

Travel Requirements:

None Required