AUBURN
Human Resources

Executive Technology Support Analyst

Job Description

JOB INFORMATION

Job Code	MA87
Job Description Title	Executive Technology Support Analyst
Pay Grade	IT08
Range Minimum	$69,760
33rd %	$88,370
Range Midpoint	$97,670
67th %	$106,970
Range Maximum	$125,580
Exemption Status	Exempt
Approved Date:	9/3/2026 12:39:38 PM
Legacy Date Last Edited	11/10/2019

JOB FAMILY AND FUNCTION

Job Family:	Information Technology
Job Function:	IT User Support

JOB SUMMARY

Oversees the technology operations, staff, and services supporting the Office of the President and other executive functions. Directs the delivery of IT, audiovisual, cybersecurity, and end-user support services; provides strategic guidance on technology initiatives; and ensures successful technology support for high-profile university meetings, events, and executive operations..

RESPONSIBILITIES

- Supervises IT support staff with full supervisory responsibility, including hiring, training, performance management, work assignment, and professional development.
- Oversees the design, implementation, administration, maintenance, and support of complex hardware, software, networking, audiovisual, and instructional technology systems to ensure reliable and secure operations.
- Provides leadership and advanced technical guidance for the delivery of end-user support services, including consultation, troubleshooting, problem resolution, training, and the development and maintenance of technical documentation.
- Develops, implements, and maintains departmental IT policies, procedures, standards, methods, and tools in alignment with Auburn University and Office of Information Technology (OIT) guidelines.
- Oversees technology-related projects, budgets, personnel, and operational activities; provides recommendations and strategic guidance to executive leadership regarding technology initiatives, priorities, and resource allocation.
- Coordinates and administers on-call support services for designated systems, technologies, and business-critical functions as needed.
- Serves as the primary representative for the Office of the President on the Distributed Information Technology Management Council (DITMC), facilitating collaboration and communication between departmental and university technology stakeholders.
- Functions as the Cybersecurity Liaison between supported executive offices and the Office of Information Technology Cybersecurity team, assisting with compliance efforts, security initiatives, risk mitigation, and incident response coordination.
- Plans, develops, and delivers technology training programs and workshops for staff and supported departments related to new and existing systems, applications, and technology services.
- Provides onboarding, mentoring, and technical training for newly hired IT support personnel.

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	

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
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.