



Sr Endpoint Support Analyst

J O B D E S C R I P T I O N

JOB INFORMATION	
<i>Job Title:</i>	Sr Endpoint Support Analyst
<i>Auburn Title:</i>	Sr Analyst, Endpoint Support
<i>Job Code:</i>	MA37
<i>FLSA Classification:</i>	Exempt
<i>Salary Grade:</i>	IT07 \$55,300 - \$94,000
<i>Organizational use restricted to the following divisions:</i>	
JOB FAMILY AND FUNCTION	
<i>Job Family:</i>	Information Technology
<i>Job Function:</i>	IT User Support
<i>Family Description</i>	
<p>This job family manages or performs work associated with analysis, design, implementation, operation, deployment, and support of the organization's information technology resources (including computer hardware, operating systems, communications, software applications, data processing and security), telecommunication systems, and software/database products by internal staff, outsourcing staff, or consultants. Activities include developing information technology strategies, policies and plans; maintenance and use of information technology resources; training and supporting technology users; telecommunications network planning, operations and site acquisition; programming software/database products for sale to external customers; developing PC, online, and mobile games; and internet product management & operations.</p>	
<i>Function Description</i>	
<p>Responsible for providing support to employee end users in areas of personal computers/servers/mainframe applications, data/voice network, and ERP systems including:</p> <ul style="list-style-type: none"> •Acquiring, installing, and upgrading PC components & software and planning for/responding to service outages •Diagnosing problem source through discussions with users and coordinating with internal organization support and operations groups and/or with vendors to resolve problems •Responding to user requests to research complex problems associated with the organization's telecommunications networks (voice and/or data) •Providing real-time end user ERP systems support, problem identification, and training to facilitate knowledge transfer and prevent problem reoccurrence and knowledge transfer 	
JOB SUMMARY	
<p>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.</p>	
KEY RESPONSIBILITIES	
	<i>% TIME</i>
<ul style="list-style-type: none"> • Provides high-quality customer service through courteous and professional communication. Supports and maintains effective relationships with consistent follow-up and documentation. 	15%

<ul style="list-style-type: none"> 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. 	15%
<ul style="list-style-type: none"> Provides timely resolution of problem or escalation on behalf of the client by maintaining exceptional working relationships with IT professionals in other areas. 	10%
<ul style="list-style-type: none"> Provides complex consultation, support, and instruction for users. 	10%
<ul style="list-style-type: none"> 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. 	10%
<ul style="list-style-type: none"> Serves as a team leader on complex issues and is responsible for guiding and supporting junior team members. 	10%
<ul style="list-style-type: none"> Coordinates and assists with the deployment of new applications, resources, and tools. 	10%
<ul style="list-style-type: none"> May serve as a lead within the team, coordinating the work of others and serving as the primary contact. 	10%
<ul style="list-style-type: none"> Performs other related duties as assigned by the supervisor. 	10%

The above key responsibilities are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position and the percent of time spent on each duty varies based on department needs.

MINIMUM QUALIFICATIONS

To perform this job successfully, an individual must be able to perform the minimum requirements listed below. The requirements listed below are representative of the skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the key responsibilities.

Minimum Education and Experience

Education Level	Field of Study		Years of Experience	Area of Experience
Bachelor's Degree	No specified degree. Degree in IT or related field preferred.	And	6	Relevant technical IT experience in a service environment or university setting.

Minimum Skills and Abilities

Description	Proficiency	
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.	Advanced	And
Advanced knowledge of information technology concepts and terminology, desktop OS and supported software applications, network fundamentals, IP protocol, and fundamental troubleshooting techniques.	Advanced	And
Ability to troubleshoot and resolve issues with voice communications.	Advanced	And
Knowledge of desktop ticketing systems.	Advanced	And
Excellent communication skills both written and verbal.	Advanced	

Minimum Technology

Technology	Technology Details
Proficiency with professional computer systems and office applications.	MS Office, Apple iOS, Windows platforms

Minimum Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame
None Required.		

Approved 11/10/2019
Date: