Technical Support Analyst-IT
J o b   D e s c r i p t i o n

JOB INFORMATION

Job Title:	Technical Support Analyst-IT
Auburn Title:	Analyst, IT Technical Support
Job Code:	MA49
FLSA Classification:	Exempt
Salary Grade:	IT06 $49,100 - $83,500
Organizational use restricted to the following divisions:	

JOB FAMILY AND FUNCTION

Job Family:	Information Technology
Job Function:	IT User Support

Family Description

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, polices 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.

Function Description

Responsible for providing support to employee end users in areas of personal computers/servers/mainframe applications, data/voice network, and ERP systems including: •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

Under general supervision, assists with implementing IT technical support requests and proposals and in deriving needs assessments. Uses knowledge of system 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.

KEY RESPONSIBILITIES

	% TIME
• 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.	20%
• Analyzes current and proposed hardware and software systems. Develops and maintains complex systems for various constituencies.	15%

• 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.	15%
• Provides individual and group instruction on computer technologies.	15%
• Provides technical support for research and development initiatives and for the implementation of new technologies for University adoption.	15%
• May serve as project leader for technology projects with large scope impacting University stakeholders, overseeing and integrating the work of other employees.	10%
• 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 responisibilities.

Minimum Education and Experience

Education Level	Field of Study		Years of Experience	Area of Experience	
Bachelor's Degree	No specific discipline. Degree in IT or related field preferred.	And	3	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	Relevant IT experience in IT support and analysis, preferably in a university setting.	Or
High School/GED	General education	And	11	Relevant IT experience in IT support and analysis, preferably in a university setting.	

Minimum Skills and Abilities

Description	Proficiency	
Understanding of the business environment of a large university including an understanding of the University, its policies, and its operating procedures.	Intermediate	And
Knowledge of multi-site VOIP environments.	Intermediate	And
Knowledge of computing technologies and demonstrated skills and abilities with a broad range of relevant multi-user computer systems.	Intermediate	And
Strong customer service orientation.	Intermediate	And
Ability to effectively communicate technical concepts to a non-technical audience.	Intermediate	

Minimum Technology

Technology	Technology Details	
Strong technical aptitude and computer skills.		

Minimum Licenses and Certifications

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

Approved Date: 11/10/2019