



## Sr Tech Support Analyst-IT

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

<b>JOB INFORMATION</b>	
<i>Job Title:</i>	Sr Tech Support Analyst-IT
<i>Auburn Title:</i>	Sr IT Tech Support Analyst
<i>Job Code:</i>	MA50
<i>FLSA Classification:</i>	Exempt
<i>Salary Grade:</i>	IT07 \$55,300 - \$94,000
<i>Organizational use restricted to the following divisions:</i>	
<b>JOB FAMILY AND FUNCTION</b>	
<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 &amp; 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: •Acquiring, installing, and upgrading PC components &amp; 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</p>	
<b>JOB SUMMARY</b>	
<p>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.</p>	
<b>KEY RESPONSIBILITIES</b>	
	<i>% TIME</i>
<ul style="list-style-type: none"> <li>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.</li> </ul>	20%
<ul style="list-style-type: none"> <li>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.</li> </ul>	15%

<ul style="list-style-type: none"> <li>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.</li> </ul>	15%
<ul style="list-style-type: none"> <li>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.</li> </ul>	10%
<ul style="list-style-type: none"> <li>Provides input into research and development initiatives for the implementation of new technologies for University adoption.</li> </ul>	10%
<ul style="list-style-type: none"> <li>May serve as project leader for technology projects with large scope impacting University stakeholders, overseeing and integrating the work of other employees.</li> </ul>	10%
<ul style="list-style-type: none"> <li>May serve as a lead within the team, coordinating the work of others and serving as the primary contact.</li> </ul>	10%
<ul style="list-style-type: none"> <li>Performs other related duties as assigned by the supervisor.</li> </ul>	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 specific discipline. Degree in IT or related field preferred. Master's degree in related field preferred.	And	5	Relevant IT experience in IT support and analysis, preferably in a university setting.

### Minimum Skills and Abilities

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

### 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 11/10/2019  
Date:

