Job Description

Position Title: Information Technology Analyst 1 – Technical Support

Job Family: Information Technology

Job Level: Professional - Entry

FLSA Status: Exempt

Salary Grade: 04

Position Summary:

The Information Technology Analyst 1 – Technical Support provides supports in the administration of Windows and Apple Mac devices. Resolves computer issues and supports campus staff with any computer software issues. Generates reports, prepares documentation, and prepares training materials.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Coordinates activities between campuses, sites, and the District to support technical initiatives. Researches analyzes, recommends, and implements technological solutions.
2. Reviews, categorizes, and compiles data; confers with clients to determine needs and system configurations; authorizes access and administers serves and computer workstations; creates and maintains reports.
3. Utilizes enterprise tools such as software management, image deployment, mobile device management, security management, and other server-based tools to manage the campus IT environment.
4. Troubleshoots and diagnoses software, hardware, and process problems.
5. Evaluates hardware and software for improvements and possible modifications. Plans and develops system deployment. Recommends capital equipment expenditures.
6. Prepares documentation and training materials; trains end-users and mentors campus IT staff.
7. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Skill in installation, repair, and maintenance of network and/or computer hardware, software, and peripherals
2. Skill in verbal and written communication with the ability to explain technical concepts to audiences with a wide range of technical skills
3. Skill in performing a variety of duties, often changing from one task to another of a different nature
4. Skill in positive, productive and flexible customer service
5. Ability to adapt to a rapidly changing technical environment
6. Ability to work independently as well as in a team environment

Supervision:

- Not responsible for supervising the work of others.

Independence of Action:

- Work progress is monitored by supervisor/manager; employee follows precedents and procedures, may set priorities and organize work within general guidelines established by supervisor/manager.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Information and Analytics: Allows ability to be a data leader. Provides a holistic representation of College's performance as well as data trends or issues.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Vocational or technical certification in or a closely related field of study may be required.
- Bachelor's degree in Computer Administration, Computer Network/Security or a closely related field of study required.
- Up to one year of related experience in Informational Technology required.
- One (1) to Three (3) years of related experience in IT Analysis is preferred.

  OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties, including installation of computer equipment; to position or transport light to moderate (up to 20 pounds) amounts of weight; to operate office equipment, including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.

- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Occasional work evenings or weekends.
- Pre-employment Background Check Required