

## TECHNOLOGY SUPPORT Analyst (12249)(30005035)

### GENERAL DESCRIPTION OF WORK

Positions in this banded class conduct analytical work providing consultation, support, and/or training to end-users/clients of computer or other technology-based systems. Employees may provide technical support of hardware, applications, operating systems, and networking. This function requires a broad understanding of a variety of technologies to effectively support end-users/clients. These employees are not usually involved in application development or network design, but may participate in system integration and network analysis activities. This work requires strong communication skills, and ability to effectively interact with a broad range of end-users/clients and an ability to use a variety of technical resources for providing this support. Employees at this level may provide routine and non-routine support for a wide range of technologies, or may provide in-depth support for a more narrowly-defined area of technology. These employees may be responsible for oversight of programs or projects.

### CONTRIBUTING

Functional Competency	Examples of Work	Competencies
<b>Technical Support</b>	<ul style="list-style-type: none"> <li>Performs routine diagnostics and maintenance with multiple operating systems</li> <li>Assists with testing of new releases of software, vendor modifications, upgrades and patches.</li> <li>Resolves routine issues and problems.</li> <li>Provides technical support for supported systems</li> <li>Resolves most incident tickets escalated to them and researches new technologies being implemented</li> </ul>	<ul style="list-style-type: none"> <li>Ability to troubleshoot standard/common operating systems and software/hardware issues.</li> <li>Ability to listen to symptom descriptions to analyze problems and to resolve effectively.</li> <li>Ability to communicate technical information in an understandable way to non-technical users.</li> </ul>
<b>Technical Solution Development</b>	<ul style="list-style-type: none"> <li>Improves efficiency of systems assigned to meet client needs.</li> <li>Communicates with vendors to resolve technical issues.</li> <li>Documents non-routine procedures and workarounds and solutions.</li> </ul>	<ul style="list-style-type: none"> <li>Works with own specialty with ability to integrate and coordinate elements of that specialty.</li> <li>Working knowledge of technologies and systems in place with the capability of supporting these technologies.</li> </ul>
<b>Planning and Organizing</b>	<ul style="list-style-type: none"> <li>Researches emerging technologies associated with supported systems.</li> <li>Plans work of other team members and self as directed by supervisor with independent tasks.</li> </ul>	<ul style="list-style-type: none"> <li>Ability to work independently on tasks, develops own work, schedule and monitors progress against defined parameters.</li> <li>Ability to perform job with minimal supervision.</li> </ul>
<b>Project Management</b>	<ul style="list-style-type: none"> <li>Participates as team member on small and/or large projects.</li> <li>Serves as a productive project team member through timely completion of</li> </ul>	<ul style="list-style-type: none"> <li>Ability to establish working relationships with others and provide communication of activities.</li> </ul>

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<b>Technical Knowledge</b>	<ul style="list-style-type: none"> <li>• Demonstrates thorough knowledge of technologies and systems in place with the capability of supporting these technologies</li> <li>• Supports operating systems and services for clients and performs software and hardware diagnostics.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of technology principles and terminology associated with the work unit and area of responsibility.</li> </ul>
<b>Consultancy Skills</b>	<ul style="list-style-type: none"> <li>• Updates/Creates internal supported system documentation.</li> <li>• Helps determine technical needs of supported systems and providing information to leadership.</li> <li>• Consults with clients, internal staff, other departments and vendors.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to determine client needs and effectively communicates back to technical experts.</li> <li>• Acts as technical resource to others within work specialty.</li> </ul>

### JOURNEY

Functional Competency	Examples of Work	Competencies
<b>Technical Support</b>	<ul style="list-style-type: none"> <li>• Performs routine and non-routine diagnostics and maintenance</li> <li>• Tests new releases for supported systems.</li> <li>• Serves as system/application support or administration.</li> <li>• Resolves most incidents escalated to them and researches new technologies being implemented</li> <li>• Observes system processes to identify potential problems or errors and initiates corrective actions</li> <li>• Provides Tier 1 and 2 support with internal and external organizations</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates a range of technical understanding to independently resolve routine and non-routine issues on software and/or hardware.</li> <li>• Technical knowledge to update and maintain integrity of tables and security.</li> </ul>
<b>Technical Solution Development</b>	<ul style="list-style-type: none"> <li>• Observes system processes to note problem execution or errors and initiate corrective actions</li> <li>• Develops changes and enhancements to supported systems</li> <li>• Reviews, analyzes, evaluates and modify current systems to determine improvements and make recommendations.</li> <li>• Integrates knowledge and skills from a range of technologies to address work assignments and problems of moderate complexity.</li> <li>• Documents non-routine procedures, workarounds and solutions. Approves knowledgebase entries from other technicians.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to document solutions that solve client problems and clearly presents these solutions.</li> </ul> <p>Knowledge and skills from a range of technologies to address work assignments.</p> <ul style="list-style-type: none"> <li>• </li> </ul>

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<b>Planning and Organizing</b>	<ul style="list-style-type: none"> <li>• Contributes to leadership and planning for new technologies.</li> <li>• Researches emerging technologies associated with supported systems.</li> <li>• Plans work of other team members and self as directed by supervisor with independent tasks.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to work independently on tasks, develops own work, schedule and monitors progress against defined parameters.</li> <li>• Ability to perform job with minimal supervision.</li> </ul>
<b>Project Management</b>	<ul style="list-style-type: none"> <li>• Participates as team member or technical lead on small and/or large projects</li> <li>• Coordinates needs assessment and planning for new and potential IT initiatives</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to manage technical projects involving own work and under minimal supervision.</li> <li>• Demonstrates initiative in solving problems associated with projects and daily work.</li> </ul>
<b>Technical Knowledge</b>	<ul style="list-style-type: none"> <li>• Researches and recommends technical solutions to improve system functionality and client satisfaction.</li> <li>• Analytically supports systems in use.</li> <li>• Designs/implements solutions to help improve administrative functions for course management system</li> </ul>	<ul style="list-style-type: none"> <li>• Substantial working knowledge as demonstrated by an understanding and use of the principles, theories and practices pertinent to area of responsibility.</li> <li>• Ability to mentor or train peers and others.</li> </ul>
<b>Consultancy Skills</b>	<ul style="list-style-type: none"> <li>• Updates/Creates internal supported system documentation</li> <li>• Helps determine technical needs of supported systems and providing information to leadership</li> <li>• Consults with clients, internal staff, other departments, and vendors.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to consult with clients and other IT professionals to resolve technical problems and ensure client satisfaction.</li> <li>• Proactively verifies problem resolution.</li> </ul>
<b>ADVANCED</b>		
<b>Functional Competency</b>	<b>Examples of Work</b>	<b>Competencies</b>
<b>Technical Support</b>	<ul style="list-style-type: none"> <li>• Troubleshoots and provides expert diagnostics and maintenance of supported systems</li> <li>• Tests supported system upgrades</li> <li>• Provides technical support for supported systems software and resolves complex issues as they arise</li> <li>• Contributes to decisions based on weighing options and consequences.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to identify trends to makes suggestions for technical modifications to solve future problems.</li> <li>•</li> </ul>

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	<ul style="list-style-type: none"> <li>Resolves most incidents escalated to them and researches new technologies being implemented</li> </ul>	
<b>Technical Solution Development</b>	<ul style="list-style-type: none"> <li>Reviews current systems to identify and design improvements</li> <li>Integrates knowledge and skills from a range of technologies to address work assignments and problems of moderate complexity.</li> <li>Documents non-routine procedures, workarounds and solutions. Approve knowledgebase entries from other technicians.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of other work specialties and the ability to integrate this knowledge to develop and communicate solutions.</li> <li>Ability to develop and/or implement information technology solutions to enhance organizational</li> </ul>
<b>Planning and Organizing</b>	<ul style="list-style-type: none"> <li>Reviews, analyzes and evaluates supported systems to determine improvements and/or make recommendations thereon.</li> <li>Researches and implements emerging technologies associated with supported systems.</li> <li>Plans work of other team members and self with independent tasks. Participates in planning for the organization.</li> <li></li> </ul>	<ul style="list-style-type: none"> <li>Ability to create ad hoc work groups to analyze problems, develop solutions, and communicate solutions effectively.</li> <li></li> </ul>
<b>Project Management</b>	<ul style="list-style-type: none"> <li>Designs and implementation of long term strategies for implementation of customized system functionality</li> <li>Manages, develops and monitors specialized applications to ensure high performance of systems</li> <li>Coordinates needs assessment and planning for new and potential IT initiatives</li> <li>Participates or leads small and/or large projects.</li> </ul>	<ul style="list-style-type: none"> <li>Ability to lead projects that require directing the work of others and some latitude on actions or decisions.</li> <li>Ability to manage timelines and resources, and may lead implementation efforts to completion.</li> </ul>
<b>Technical Knowledge</b>	<ul style="list-style-type: none"> <li>Ensures technical objectives are met to improve system functionality and client satisfaction.</li> <li>Supports technologies and systems in place.</li> <li>Resolves routine and non-routine problems for supported systems.</li> </ul>	<ul style="list-style-type: none"> <li>Comprehensive knowledge as demonstrated by an in-depth understanding and use of principles, theories and practices pertinent to the organization.</li> </ul>

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<b>Consultancy Skills</b>	<ul style="list-style-type: none"><li>• Researches supported systems and presents findings concerning data in a professional format</li><li>• Translates complicated technical issues into understandable terminology to train and develop user skills and abilities.</li><li>• Consults with clients, internal staff, other departments, and vendors on complex issues/projects.</li></ul>	<ul style="list-style-type: none"><li>• Ability to analyze and assess client needs to develop effective and appropriate solutions.</li></ul>
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- Associate’s degree in Computer Information Technology, computer Technology Integration, Networking Technology, or related area and one year of experience in the information technology field related to the position’s role; or
- Bachelor’s degree from an appropriately accredited institution and one year experience in the information technology field related to the position’s role; or
- Bachelor’s degree in computer science, computer engineering, math or engineering or related technical degree from an appropriately accredited institution; or an equivalent combination of education and experience.
- Journey level required an additional one year of experience
- Advanced level required an additional two years of experience.

This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions. Ability to create and maintain collegial working relationships with customers and co-workers, contribute to a positive and inclusive work environment, and serve as a productive team member is expected in all position