# TECHNICAL SUPPORT ANALYST I/II

## Purpose:

To actively support and uphold the City's stated mission and values. To perform a variety of complex technical duties in the analysis, evaluation and implementation of computer and/or network systems; to provide technical assistance to all departments; maintain enterprise security; and to assist in the prevention and correction of system malfunctions.

## Supervision Received and Exercised:

Receives general supervision from the Information Technology Manager or from other supervisory or management staff

## Distinguishing Characteristics:

***Technical Support Analyst I***

This is the entry level class in the Technical Support Analyst series. This class is distinguished from the Technical Support Analyst II by the performance of the more routine tasks and duties assigned to positions within the series including fundamental testing and maintenance of Network Operating Systems (NOS), monitoring the work order queue, and administration of the directory services. Since this class is typically used as a training class, employees may have only limited related work experience.

***Technical Support Analyst II***

This is the journey level class within the Technical Support Analyst series. Employees within this class are distinguished from the Technical Support Analyst I by the performance of complex NOS analysis and architecture design duties. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I-level, or when filled from the outside, more extensive NOS and systems administration experience is required.

## Essential Functions:



*Revised November 2001 (range adjustment due to market)*
*Revised July 2003 (MQ change)*
*Revised January2008 (Flex Class)*
*Revised March 2013 (Reporting relationship, Duties& Experience update, remove May require DL)*

Duties may include, but are not limited to, the following:

- Evaluate the performance of the City network resources including infrastructure security, computer systems, Network Operating Systems (NOS), virtual environment, storage-area networks, or application performance. Analyze problems and develop solutions to operational problems using various tools; diagnose and repair equipment in the event of a hardware or software malfunction.

- Contact computer vendor for assistance in the event of a major system malfunction, including hardware, network or operational system software failures.

- Install, recommend, and modify hardware, NOS, network services, or networking components for the City computer infrastructure; perform hardware and software upgrades.

- Provide technical assistance to staff in all departments regarding computer difficulties; analyze departmental problems and recommend solutions to meet operational needs; help train staff in the use of City network services.

- Research long-range needs of the City network services; read computer related publications and journals to keep abreast of technological advancements.

- Assist in maintaining interoperability between City core network services including electronic mail, file transfers, file and print services, and business continuity; maintain HP3000, HP9000, Microsoft , Linux, or VMware NOS services.

- Assist in maintaining and evaluating the security of computer data and information; make modifications to security system.

- Perform related duties as assigned.

## Minimum Qualifications:

**Experience:**

***<u>Technical Support Analyst I</u>***

One year of systems management experience with any of the following technologies: network security, mainframe systems, minicomputer systems, data storage technologies, server and/or desktop virtualization, network operating systems (MPE, HPUX, Linux, or Microsoft) or a valid administrator level certification in one of the



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following industry recognized programs: Microsoft technologies, UNIX, Linux, security, core operating systems, storage, networking or VMware virtualization technology.

***Technical Support Analyst II***

A minimum of three years of systems management experience with any of the following technologies: network security, mainframe systems, minicomputer systems, data storage technologies, server and/or desktop virtualization, network operating systems (MPE, HPUX, Linux, or Microsoft).

**Education:**

Equivalent to a Bachelor's degree from an accredited college or university with major course work in computer science, business administration or a degree related to the core functions of this position.

**Licenses/Certifications:**

***Technical Support Analyst I***

Possession of, or required to obtain within six months, a valid administrator level certification in one of the following industry recognized programs: Microsoft technologies, UNIX, Linux, security, core operating systems, storage, networking or VMware virtualization technology.

***Technical Support Analyst II***

Possession of or a valid administrator level certification in one of the following industry recognized programs: Microsoft technologies, UNIX, Linux, security, core operating systems, storage, and networking or VMware virtualization technology.

**Examples of Physical and/or Mental Activities:**

(Pending)

**Competencies:**

(Pending)

**Job Code: 324 / 380**

**Status: Exempt / Classified**



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