



# City of Tempe

## TECHNICAL SUPPORT ANALYST I+

### JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	324	<i>FLSA Status:</i>	Exempt
<i>Department:</i>	Internal Services	<i>Salary / Hourly Minimum:</i>	\$69,299
<i>Supervision Level:</i>	Non-Supervisor	<i>Salary / Hourly Maximum:</i>	\$93,553
<i>Employee Group:</i>	NSU	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Technical Support Analyst II+
<i>Drug Screen / Physical:</i>	N	<i>EEO4 Group:</i>	Professionals

### DISTINGUISHING CHARACTERISTICS

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.

### REPORTING RELATIONSHIPS

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

### MINIMUM QUALIFICATIONS

<i>Experience:</i>	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 following industry recognized programs: Microsoft technologies, UNIX, Linux, security, core operating systems, storage, networking or VMware virtualization technology.
<i>Education:</i>	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.
<i>License / Certification:</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.

### ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

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.

## OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- Develop long-range and tactical plans for specific, assigned City enterprise systems and software infrastructure solutions; perform routine analysis on the design and efficiency of the infrastructure to ensure that its current and future structure will meet the business needs of the City; install and maintain server, storage/SAN, and printing hardware; administer all software related to management of the enterprise environment.
- Manage complex technical projects in areas such as Enterprise messaging and collaboration, server and desktop virtualization, physical service hardware deployment, storage and SAN networks, business continuity and disaster recovery; server operating systems including; Microsoft, VMware, Linux, and UNIX NOS services.
- Act as tier 3 ITIL Service Practitioner for enterprise infrastructure to resolve complex incidents and requests escalated by the Service Desk.
- Develop complex technical specifications for the design or purchasing of enterprise computing hardware including servers, local and fiber storage, network virtualization, infrastructure monitoring, and related equipment.
- Implement long-term goals and objectives to meet the City's server, storage and data integrity infrastructure based upon the needs of business units.
- Research and evaluate enterprise systems infrastructure to ensure that it meets specifications established by the City; recommend design; installation, and maintenance of equipment.
- Maintain and evaluate the security of computer data and information; monitor security compliance and modify as needed.
- Prepare operational reports including project status, equipment, and inventory; develop and maintain procedures and documentation based on industry best practices.
- Prepare cost estimates for budget recommendations.
- Maintain contact with vendors to obtain information on product changes and product innovations; coordinate with vendors on purchase, delivery and installation of solutions.
- Attend professional meetings and conferences as required.

- Perform related duties as assigned.
- Physically present to perform the duties of the position.

### PHYSICAL DEMANDS *AND* WORK ENVIRONMENT

- Pending

### COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision

*For more information about the City of Tempe's competencies for all classifications:*

[City of Tempe, AZ : Competencies](#)

### JOB DESCRIPTION HISTORY

*Revised November 2001 (range adjustment due to market)*

*Revised July 2003 (MQ change)*

*Revised January 2008 (Flex Class)*

*Revised March 2013 (Reporting relationship, Duties & Experience update, remove May require DL)*

*Revised June 2014 (Essential Duties)*