INFORMATION TECHNOLOGY SUPPORT ANALYST

Purpose:

To actively support and uphold the City's stated mission and values. To assess, troubleshoot, and follow established guidelines to solve hardware, software, and networking problems and to provide primary and secondary technical assistance to all departments. To offer support via phone or through the use of remote network technology tool and assist customers with problems related to software applications, desktops, telecommunications, voicemail, e-mail, Internet/web support, and hardware such as laptops, monitors, printers, modems, scanners, and hand-held wireless devices.

Supervision Received and Exercised:

Receives general supervision from Information Technology Support Supervisor or other supervisory and management staff.

Examples of Duties:

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned. Duties may include, but are not limited to, the following:

Desktop/Applications Support

- Answer questions and provide information to departments regarding use of desktop software, electronic mail system, and enterprise voicemail system

- Deploy applications and software upgrades using remote network technology tools

- Manage user restrictions and virus software on desktops via administrative tools

- Support changes and enhancements to software applications

- Resolve trouble calls and document in the Remedy application

- Analyze and resolve phone/voicemail problems

- Evaluate desktop performance and provide solutions to the customer

- Guide employees in the use of desktop components and applications

- Provide technical & network support to PC Service Consultants working in the field

- Analyze and resolve issues related to PC hardware & related peripherals

- Support the implementation of the enterprise computer refresh project

- Assist in the configuration of desktop computers, laptops, network printers, hand-held wireless devices, VPN connectivity, IP addresses, and proxy settings

- Provide on-call support for evening and weekend coverage

Network/Systems Support

- Provide technical support to local and global telecommuters

- Provide technical support to city employees via remote network administrative tools

- Analyze and resolve network connectivity issues

- Evaluate network performance and provide solutions to the customer

- Work with the Network and Systems groups to resolve major network outages and service interruptions

- Create and administer network logins and email accounts. Manage user groups, enforce account restrictions, and apply file access rights

- Evaluate and make recommendations related to network and desktop file management

- Provide on-call support for evening and weekend coverage

Internet/Web Support

- Provide customer support for web-related questions; including browser usage, web navigation, links, proxy settings, etc

- Knowledge of website design concepts, and support of Intranet development

- Update & maintain the HelpDesk website

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related experience, training or license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of responsible PC systems and customer support experience within the current technologies (e.g.client based operating systems, Novell and Microsoft networking technologies, Internet/Intranet, and MSOffice suite).

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in computer information systems or a related field.

Licenses/Certifications:

Possession of, or required to obtain within 6 months of hire, certification in related computer technologies as appropriate (e.g. Novell, Microsoft, Comptia A+).

This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 103.

Job Code: 249

FLSA: Exempt