



Job Title	Senior Technical Support Analyst	FLSA Status	Non-Exempt
Band	PAR	Probationary Period	12 Months
Zone	6	Job Code	12696

Class Specification – Senior Technical Support Analyst

Summary Statement:

This is a lead position within IT's 24x7 Service Desk Team. The purpose of this position is to develop and modify software application programs that are moderate to complex in nature and scope. With minimal supervision, performs a variety of computer systems administration and support tasks, including analyzing, constructing, documenting, testing, maintaining, troubleshooting, and supporting PC hardware, operating systems, software application, peripherals, and communication devices including hand-held devices for the entire organization. Performs a variety of project tasks and requires good communication skills with the ability to work with users diplomatically and skillfully. Exercises judgment and decision making in the diagnosis and resolution of computer hardware and software problems. Adheres to and reinforces all IT policies, processes, and procedures using the ITIL framework.

Essential Functions

Note: Regular and predictable attendance is an essential function in the performance of this job.

Time % (All below must add to 100%)

Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.

50%

Serves as the team lead for the 24x7 Service Desk team ensuring that the 24X7 team is fully staffed to provide immediate response to key services requiring an on-call expectation and ability to respond onsite as the situation dictates.

20%

Reviews system logs and alerts, and responds according to documented procedures. Supports network backup, recovery, and archive activities (BURA). Logs all customer contacts (calls, e-mails, web forms, chat sessions or voicemails) into the correct ITSM tool. Provides Tier-II Service Desk support to business units. Conducts desk-side support when required to resolve customer Incident or Request tickets. Ensures proper IT system and data security is practiced as all times.

10%

Installs and troubleshoots a variety of software packages within a primarily Microsoft Windows environment with some iOS devices. Provides customer one-on-one training and assistance with account setup, data backup and recovery, as well as general IT service usage to support business process requirements. Troubleshoots, diagnoses, and resolves Tier-II customer workstation and peripheral hardware, software and networking tickets. Escalates tickets to Tier-III support as needed.



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20%	Increases the effectiveness and efficiencies of the Service Desk through consistent appropriate communication, and documentation between customer and other IT business units. Shows initiative and acts independently to resolve tickets, manages multiple priorities and follows through on projects/tasks to completion. Concisely and effectively communicates progress, status, and issues to customers and management; ensures actions support documented processes and procedures to meet or exceed operational Service Level Agreements with business partners.
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Competencies Required:	
Human Collaboration Skills: Decisions regarding interpretation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.	
Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.	
Math: Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.	
Writing: Basic - Ability to write simple sentences containing subject, verb, and object, and/or series of numbers, names, and addresses. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.	

Technical Skills Required:	
Standardized Skill Requirements: Work requires the use of standard technical skills appropriate to the work environment of the organization.	

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.	
Education: Equivalent to the completion of the twelfth grade (high school diploma or GED) with specialized training related to IT.	
Experience: Five years of full-time experience working in an IT organization in software application development, programming, and analysis.	



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Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.

Certifications required in accordance with standards established by departmental policy.	
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Supervision Exercised:
 Work requires functioning as a lead worker performing essentially the same work as those directed, and includes overseeing work quality, training, instructing, and scheduling of work.

Supervision Received:
 Receives Limited Direction: This job title normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Special projects are managed with little oversight and assignments may be reviewed upon completion. Performance reviewed periodically.

Fiscal Responsibility:
 The job title prepares accounting, budget, employment actions, purchasing documents; and does research to justify language used in documents for a unit or division of a department. May recommend budget allocations.

Physical Demands: Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.

Environmental Conditions	Frequency
Primary Work Environment	Office Environment
Extreme Temperature	Never
Wetness and Humidity	Never
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Never
Exposure to Communicable Diseases	Never



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Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, iPhone, iPad, and standard office equipment.

Specialized Computer Equipment and Software: Internet Explorer/Google Chrome/Mozilla, Microsoft Office Suite, Microsoft Windows 7, 8, and XP, Microsoft SCCM, ITSM Tools (FootPrints, Cherwell or Remedy), SharePoint, Exchange Tools, Active Directory security and provisioning.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original Date: December 2015