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| **CAREER FAMILY:** Information Technology  | **CAREER SERIES:** Technology Services | **CAREER LEVEL:** Intermediate |
| **CLASSIFICATION TITLE:** Technology Services Analyst | **JOB CLASSIFICATION CODE:** | **FLSA:** | **EEO CODE:** | **CAREER SERVICE STATUS:** |
| **CLASSIFICATION SUMMARY:** The Technology Services Analyst provides first and second level support for all technical inquiries; troubleshoots software and hardware issues through phone queues and on-site workstations; identifies and escalates emerging issues; maintains a troubleshooting tracking log and accurate end user information in the pursuit of timely issue resolution; and may participate on an internal improvement project or virtual team.  |
| **DUTIES:** * Monitor phone queues, administer accurate and timely ticket intake, troubleshoot and resolve first and second level end user issues, and assist customers with general technical questions.
* Diagnose and resolve end user workstation, mobile device, printer, software, and peripheral problems on a variety of systems both on-site and remotely.
* Perform on-boarding, off-boarding, hardware, and software lifecycle functions; administer accounts and warehouse inventory; and image computer hardware.
* Install approved published applications.
* Troubleshoot LAN/WAN connectivity problems and remote access issues.
* Maintain security and antivirus protection, end-user device encryption, data backup, and recovery.
* Contribute to the development, presentation, and maintenance of documentation.
* Coordinate and communicate with appropriate information technology (IT) groups and business units when implementing change.
* Facilitate cross training and cross team collaboration.
* May participate on Security and Major Incidents.
* Coach less experienced team members.
* Perform other duties as assigned.
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| **REQUIRED EDUCATION:**Any combination of education and experience that clearly demonstrates the ability to perform the job duties of the position |
| **REQUIRED LICENSES/CERTIFICATIONS:** Some licenses, certifications, and other requirements determined to be necessary to meet the business needs of the employing unit may be required |
| **CLASSIFICATION HISTORY:**MM/YYYY - Created |