

JOB DESCRIPTION TEMPLATE

Career Ladder:	Support Analysis
Business Title:	Support Analyst I
Department:	
Department Code:	
Level:	

Job Summary:

The Support Analyst I provides technical advice and support in use, configuration and selection of software, hardware and network systems and various end user devices.

Organizational Status:

Work Performed:

Specific Duties:

Core Duties:

- Provides advice on information technology improvements, services, policies and procedures.
- Designs basic record and report formats.
- Develops training materials and provides training for users in use and configuration of software, hardware, network systems and peripheral equipment
- Assists users, both remotely and in-person, to diagnose and resolve problems, escalates when necessary, and documents problem status and action taken.
- Performs preventive maintenance tasks, troubleshoots and repairs on a variety of computer systems and peripheral equipment.
- Deploys new hardware, software, networking and security updates.
- Maintains an inventory of equipment, service contracts, warranty and maintenance agreements.
- Modifies and debugs existing software application modules using disciplined software development processes, quality standards and procedures.
- Prepares and maintains documentation in accordance with prescribed standards.
- Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools.
- Performs other related duties as required.

Consequence of Error/Judgment:

Supervision Received:

Supervision Given:

Education/Work Experience:

Skills:

Competency Proficiency:

Core Competencies:
<p><u>Collaboration (Intermediate – I):</u> Actively solicits ideas and opinions from others to efficiently and effectively accomplish specific objectives targeted at defined business outcomes. Openly encourages other team members to voice their ideas and concerns. Shows respect for differences and diversity, and disagrees without personalizing issues. Utilizes strengths of team members to achieve optimal performance.</p>
<p><u>Communicating for Results (Intermediate – I):</u> Conducts discussions with and writes memoranda to all levels of colleagues and peer groups in ways that support troubleshooting and problem solving. Seeks and shares relevant information, opinions, and judgments. Handles conflict empathetically. Explains the context of interrelated situations, asks probing questions, and solicits multiple sources of advice prior to</p>

taking action when appropriate.

Problem Solving (Intermediate – I):

Applies problem-solving methodologies and tools to diagnose and solve operational and interpersonal problems. Determines the potential causes of the problem and devises testing methodologies for validation. Shows empathy and objectivity toward individuals involved in the issue. Analyzes multiple alternatives, risks, and benefits for a range of potential solutions. Recommends resource requirements and collaborates with impacted stakeholders.

Role Based Competencies:

Accountability (Intermediate – I):

Sets objectives that meet organizational needs. Provides recommendations to individuals and teams on ways to improve performance and meet defined objectives. Monitors and provides feedback on individual and team performance against defined standards.

Analytical Thinking (Intermediate – I):

Coordinates the information gathering and reporting process. Reviews trends and compares to expectations. Conducts research to define problems and prepares responses to anticipated questions. Prioritizes multiple issues and opportunities. Identifies relationships and linkages within several information sources. Anticipates issues that are not readily apparent on the surface. Identifies root causes and effects. Defines priorities within performance objectives. Reports and identifies areas that need guidance in order to resolve complex issues. Anticipates the possible outcome of potential solutions.

Information Systems Knowledge (Intermediate – I):

Resolves escalated problems of technical support. Identifies root causes. Sets up and integrates new and enhanced information systems. Identifies customer needs and determines the appropriate approach to apply and ensure resolution. Solicits the input of appropriate technical experts and managers as required.