

JOB DESCRIPTION TEMPLATE

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

Job Summary:

The Support Analyst II consults with user groups to determine business needs and to identify the appropriate technology solution.

Organizational Status:

Work Performed:

Specific Duties:

Core Duties:

- Consults with user groups to ensure a thorough understanding of software, hardware, information systems and procedural requirements in order to determine their business needs and to identify the appropriate technology solution.
- Makes recommendations on the use of the appropriate technology services and products and the purchase of related hardware, software and network equipment.
- Researches emerging technologies and their potential impact on the enterprise.
- Provides technical support and troubleshooting in the use of information technology products and services.
- Installs and maintains servers, networks, and related software and hardware.
- Creates and maintains documentation in accordance with prescribed standards.
- Contributes to the development of best practices, standards, procedures and quality objectives across systems infrastructure or platforms.
- 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 (Advanced – A):</u> Consistently fosters collaboration and respect among team members by addressing elements of the group process that impedes, or could impede, the group from reaching its goal. Engages the “right people,” within and beyond organizational boundaries, by matching individual capabilities and skills to the team’s goals. Works with a wide range of teams and readily shares lessons learned and credit for team accomplishments.</p>
<p><u>Communicating for Results (Advanced – A):</u> Converses with, writes reports for, and creates/delivers presentations to all levels of colleagues and peer groups in ways that support problem solving and planning. Seeks a consensus with business partners. Debates opinions, tests understanding, and clarifies judgments. Brings conflict into the open empathetically. Explains the context of multiple interrelated situations, asks searching, probing questions, and solicits expert advice prior to taking action and making recommendations.</p>
<p><u>Problem Solving (Advanced – A):</u> Diagnoses problems using formal problem-solving tools and techniques from multiple angles and probes underlying issues to generate multiple potential solutions. Proactively anticipates and prevents problems. Devises, facilitates buy-in, makes recommendations, and guides</p>

implementation of corrective and/or preventive actions for complex issues that cross organizational boundaries and are unclear in nature. Identifies potential consequences and risk levels. Seeks support and buy-in for problem definition, methods of resolution, and accountability.

Role Based Competencies:

Accountability (Advanced – A):

Sets enhanced objectives for self and others. Monitors performance trends and identifies opportunities to improve standards. Provides regular feedback and suggests alternative approaches necessary to ensure that organizational objectives and superior standards are achieved. Delegates responsibility and reallocates resources as needed to ensure that priorities are met for initiatives within area of responsibility.

Analytical Thinking (Advanced – A):

Determines criteria for assessing issues and opportunities. Establishes clear goals and priorities needed to assess performance. Identifies relationships and linkages between different information sources. Anticipates issues that are not readily apparent on the surface. Identifies root causes and effects. Establishes clear goals and priorities. Anticipates potential problems and develops solutions needed to resolve them. Systemically analyzes relationships between apparently independent problems and issues. Reviews and cross-reviews reports. Identifies trends as well as isolated events. Translates analytical reports into management presentations, and provides guidance to resolve issues. Anticipates the possible outcome of potential solutions. Identifies areas of significant concern or opportunity. Probes and initiates research to identify critical problems.

Information Systems Knowledge (Advanced – A):

Identifies means of integrating technical support requirements with enterprise processes and strategies. Identifies technological opportunities to meet client needs. Creates information system solutions to meet the needs of business stakeholders. Partners with appropriate technical consultants, experts, and managers to resolves complex problems across all IT solutions.