

Job Description

Job Title: **Technical Support Analyst, Senior**
 Job Family: **IT**
 Pay Program: **Classified**
 Prepared/Revised Date: **June 1, 2009**

Job Code: **1454**
 FLSA Status: **Non-Exempt**
 Pay Range: **G 31**
 Typical Work Year: **12 months**

SUMMARY: Performs a variety of computer systems support tasks, including analyzing, documenting, testing, maintaining, troubleshooting and supporting of Advanced PC hardware, operating systems, software applications, and peripherals. Exercises judgment and decision making in the diagnosis and resolution of computer hardware and software problems. Acts as technical expert with regard to PC hardware.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Job Tasks Descriptions	Frequency	% of Time
1. Analyze, document, test, maintain, troubleshoot, repair and support advanced PC hardware, operating systems, software applications, and peripherals.	D	60
2. Assist with installing and implementing District networks.	D	15
3. Instruct, support, and train Entry Level Technical Support Analysts and end users. Build a working relationship that maximizes and complements individual abilities while achieving or exceeding service needs.	D	15
4. Maintain Macintosh and PC Dell / MPC parts systems inventory by ordering and monitoring parts. Recommend stock levels and research parts substitutes.	W	5
5. Perform other job-related duties as assigned.	Ongoing	5
TOTAL		100%

EDUCATION AND RELATED WORK EXPERIENCE:

- High School Diploma or equivalent.
- Associate’s degree in computer science or related field. Two (2) years additional relevant experience may be substituted for this educational requirement.
- Minimum of six (6) years desktop technical support experience.
- Courses in A Plus or Cisco comparable courses and Dell Repair Authorization Certification

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Dell Authorized Repair Certification.
- Criminal background check required for hire.

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Ability to perform all job functions of Technical Support Analyst, Entry Level.
- Ability to maintain confidentiality in all aspects of the job.
- Ability to promote and follow Board of Education policies, Superintendent policies, building and department procedures.
- Ability to communicate, interact and work effectively and cooperatively with all people, including those from diverse ethnic and educational backgrounds. Willingness to contribute to cultural diversity for educational enrichment.
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment and report unsafe conditions to the appropriate administrator.

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:

- Advanced operating knowledge of and experience with personal computers and peripherals.
- Operating knowledge of network test and diagnostic equipment
- Expert in productivity software suites and MS Office.
- Strong knowledge of Network applications.
- Ability to perform remote access of servers.
- Basic knowledge and manipulation of switches/hubs.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	JOB CODE	
Reports to:	IT Network and Computer Services Manager	090531	
	POSITION TITLE	# of EMPLOYEES	JOB CODE
Direct reports:	This job has no direct supervisory responsibilities.		

BUDGET AND/OR RESOURCE RESPONSIBILITY:

- none

PHYSICAL REQUIREMENTS & WORKING CONDITIONS: *The physical demands, work environment factors and mental functions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand		X		
Walk		X		
Sit				X
Use hands to finger, handle or feel				X
Reach with hands and arms		X		
Climb or balance		X		
Stoop, kneel, crouch, or crawl		X		
Talk			X	
Hear			X	
Taste	X			
Smell	X			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds			X	
Up to 25 pounds			X	
Up to 50 pounds	X			
Up to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare			X	
Analyze		X		
Communicate		X		
Copy		X		
Coordinate		X		
Instruct		X		
Compute				x
Synthesize		X		
Evaluate			X	
Interpersonal Skills		X		
Compile			X	
Negotiate	X			

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Extreme heat (non-weather)	X			
Risk of electrical shock		X		
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	X
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	X
Depth perception	X
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	
Moderate	X
Loud	
Very Loud	