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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. | | | | |
| **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 | | | | |