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| **CAREER FAMILY:** Information Technology | **CAREER SERIES:** Technology Services | | **CAREER LEVEL:** Senior | |
| **CLASSIFICATION TITLE:** Technology Services Analyst – Senior | **JOB CLASSIFICATION CODE:** | **FLSA:** | **EEO CODE:** | **CAREER SERVICE STATUS:** |
| **CLASSIFICATION SUMMARY:** The Technology Services Analyst – Senior serves as a team/technical lead and problem manager on assigned internal improvement projects and/or recurring issues affecting multiple customers; applies advanced diagnostic techniques to identify problems, investigate causes, and recommend solutions to correct failures; serves as the final escalation point for unresolved issues; directs and monitors the work of assigned staff; contributes to individual and team performance evaluations and metrics; diagnoses root cause through end user discussions, operations, and/or vendor research; and prevents future incidents by participating in post incident reviews. | | | | |
| **DUTIES:**  *In addition to the duties for the lower level classification within the Technology Services series the Technology Services Analyst – Senior will:*   * Prioritize and lead responses to production and operational interruptions/incidents. * Lead Security and Major Incident functions. * Lead a virtual team. * Lead and/or participate in concurrent internal improvement projects, make recommendations, and implement changes. * Test and/or implement major changes and upgrades for systems and software; write scripts and reports. * Manage, create, and maintain approved published applications. * Research and recommend new and emerging hardware technology. * Analyze business systems through information gathering, scoping, and data presentation. * Ensure operational documentation runbooks are up to date, reviewed, and reliable. * Assist with design, scripting, and desktop automation activities. * Assist with defining standards for Audio/Video, Workstation, Group Policy, and other first level technologies. * 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 | | | | |