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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.
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| **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 |