

Job Description

Position Title: Analyst 2, IT User Support Services

Job Family: Information Technology

Job Type: Professional - Intermediate

FLSA Status: Exempt

Salary Grade: 05

Position Summary:

The IT Analyst 2, User Support Services provides principal support and administration for College wide user support enterprise applications and systems. Designs and implements applications for enterprise service management systems. Prepares and analyzes training materials and documentation. Manages and leads enterprise service management training.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Principal support for enterprise service management and user support enterprise applications and systems.
2. Team lead for implementation and revision projects for service management application solutions.
3. Develops, manages, and provides training for enterprise service management software and user support enterprise applications and systems.
4. Troubleshoots, diagnoses, and implements solutions for enterprise service management software processes.
5. Creates, analyzes, and reviews supporting documentation for enterprise service management and user support enterprise systems.
6. Leads, collaborates, and coordinates interdepartmental implementations, solutions, and remedies.
7. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Advanced skill in installation, repair, and maintenance of network and/or computer hardware, software, and peripherals
2. Skill in verbal and written communication with the ability to explain technical concepts to audiences with a wide range of technical skills
3. Skill in management processes and techniques of enterprise service management and systems software
4. Skill in performing a variety of duties, often changing from one task to another of a different nature
5. Ability to adapt and assist teammates in a rapidly changing technical environment
6. Ability to work independently and act as lead in team environments
7. Skill in positive, productive, and flexible customer service

Supervision:

- May guide work of others who perform essentially the same work. May organize, set priorities, schedule and review work.

Independence of Action:

- Results are defined; employee sets own goals and determines how to accomplish results with few or no guidelines to follow, although precedents may exist; supervisor/manager provides broad guidance and overall direction.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- **Information and Analytics:** Allows ability to be a data leader. Provides a holistic representation of College's performance as well as data trends or issues.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree in Computer Science or a closely related field of study required
- One (1) to Three (3) years of related experience required.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to move, transport, and/or position objects of light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Occasional work evenings or weekends, and/or on-call
- Pre-employment Background Check Required
- Valid driver's license required