INFORMATION TECHNOLOGY SUPPORT ANALYST I

Group-Section: Business Technology Group	**FLSA Status:** Non-Exempt **Bargaining Unit:** AFSCME	**Salary Grade:** 37 **Job #:** XA31A

JOB SUMMARY
This is the entry level position performing Information Technology Support Analyst I job duties.

DISTINGUISHING CHARACTERISTICS
Positions at the entry level learn to apply basic skills while developing specialized skills in procedures, operations, techniques, tools, materials and equipment appropriate to area of specialization to support, install, and operate Information Technology systems for the enterprise; work assignments are routine in nature, requiring limited judgment and decision making. Performs day-to-day operations of equipment and systems. Interacts with all end users. Coordinates with other information technology disciplines. The work consists of duties that involve related steps, processes, or methods.

OVERSIGHT

Supervision Received: For both one-of-a-kind and repetitive tasks the supervisor makes specific assignments that are accompanied by clear, detailed, and specific instructions. The employee works as instructed and consults with the supervisor as needed on all matters not specifically covered in the original instructions or guidelines. For all positions, the work is closely controlled. For some positions, the control is through the structured nature of the work itself; for others, it may be controlled by the circumstances in which it is performed. In some situations, the supervisor maintains control through review of the work, which may include checking progress or reviewing completed work for accuracy, adequacy, and adherence to instructions and established procedures.

Supervision Given: None

JOB DUTIES
GENERAL
1. Troubleshoots information technology systems.

2. Operates appropriate machines and tools to support systems.

3. Receives customer requests, provides technical support and verifies results.

4. Learns and assists in systems planning, analysis and recommending enhanced business solutions.

5. Performs other related Information Technology Support Analyst job duties as required.

INFORMATION SECURITY SUPPORT
1. Learns and assists to create information technology related documentation.

2. Adds, modifies, or deletes access controls for data, systems, and applications.

3. Learns and assists in running security assessments and audits; may provide reports.

4. Learns creation of security roles and responsibilities.

TECHNICAL ASSISTANCE CENTER SUPPORT

1. Responds to customer requests to resolve software and hardware issues.

2. Learns and assists to provide support for laptops, mobile handheld devices, and peripheral equipment.

3. Learns and assists in preparation of presentations, reports, publications, and checks for compliance with internal standards.

4. Coordinates reservations, loan and return of equipment from the loan pool.

5. Learns and assists with researching, evaluating, testing, and demonstrating new hardware and software for executive management and Board.

6. Learns and assists customers with creation of graphic designs and presentations.

7. Learns and assists with developing procedural documentation and web pages.

8. Assists with installing simple software, troubleshooting installation issues, and training customers on usage.

DESKTOP/MOBILE SUPPORT

1. Learns and assists with providing support and resolutions on hardware issues related to the functionality of laptop, desktop, mobile and peripheral devices; documents the resolution to issues reported by customers.

2. Learns and assists with providing support and resolutions on software issues and documents the resolution to issues reported by customers.

3. Installs and learns to configure personal computer base image software.

4. Performs physical moves of hardware and software for customers.

5. Learns to update asset tracking system to reflect the location of all equipment installed or moved.

6. Learns follow up procedures to ensure quality control is met.

VOICE SUPPORT

1. Learns and assists in responding to customers with voice system related requests.

2. Performs moves, adds and changes for voice requests.

3. Adds, modifies, or deletes voice system user identification.

4. Installs telephones and other voice related desktop equipment.

5. Learns and assists in the installation and support of voice systems hardware and software.

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6. Learns and assists in the monitoring of voice systems and provides technical support to customers.

7. Learns and assists with reviewing, verifying, and processing voice billing through call detail reporting.

INFORMATION TECHNOLOGY OPERATIONS SUPPORT

1. Performs nightly backups and executes off-hour processing.

2. Assists with operating and monitoring Metropolitan's Data Centers.

3. Assists with running programs, reports, and special requests.

4. Assists with executing enterprise-wide batch jobs.

5. Assists in media preparation for off-site storage and retrieval.

6. Assists in operations support for remote Disaster Recovery Data Center.

7. Assists in the destruction of tapes and disks using appropriate equipment.

EMPLOYMENT STANDARDS

MINIMUM QUALIFICATIONS

Education and Experience: A high school diploma or general education development test (GED) and two years of relevant experience; or Associate's Degree from an accredited college or university in a related field and two years of relevant experience; or Bachelor's Degree from an accredited college or university in a related field.

General Required Knowledge of: Principles, practices, and procedures of Information Technology disciplines; operational characteristics of various computer systems; word processing, spreadsheets and other software applications; disaster recovery practices; and current office technology and equipment.

Information Security Support Required Knowledge of: Security standards for user access, separation of duties and practices for securing applications and systems; directory and server access requirements; layered security methods; global standards; security methods for operating systems; and security environments and requirements for applications.

Technical Assistance Center Required Knowledge of: Hardware, networking and software support techniques, operations and usage, and standard features and functions of latest personal computer operating system; office productivity suite; and operations of laptops, projectors, digital cameras, video cameras, and mobile devices.

Desktop/Mobile Support Required Knowledge of: Hardware, networking and software support techniques; hardware, networking and software operations and usage; hardware and software installation and removal; standard features and functions of latest personal computer operating system; safe handling of personal computer related electronics and device components; which components within desktops, laptops, mobile devices and peripheral devices are serviceable; appropriate use of asset tracking and service ticket tracking applications.

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Voice Support Required Knowledge of: Voice systems, equipment and services; principles of voice cabling.

Information Technology Operations Support Required Knowledge of: Data center operations, server operating systems, and system backup processes.

General Required Skills and Abilities to: Provide technical support for Information Technology disciplines; assist in diagnosing, documenting, and resolving computer application problems; provide user assistance for various software applications; perform a variety of related and recurring assignments; train end users in technical information related to requests; maintain confidentiality for proprietary and personal information; problem solve; prioritize and multi-task; communicate clearly and concisely, both verbally and in writing; establish and maintain effective working relationships with those contacted in the course of work; work independently and in a team environment; and operate current office equipment including computers and supporting applications.

Information Security Support Required Skills and Abilities to: Create employee access to approved applications and systems using current standard means of directory services and access controls; understand security reporting mechanisms from current tools and techniques.

Desktop and Mobil Required Skills and Abilities to: Interact with end-users and other technical service providers to resolve service requests; install and uninstall software; connect, install and uninstall personal computer and peripheral hardware components; learn and apply new processes and technologies.

Voice Support Required Skills and Abilities to: Install voice desktop equipment; and perform voice moves, adds and changes.

Information Technology Operations Support Required Skills and Abilities to: Perform daily system backups and execute batch processing; and assist and support data center operations.

CERTIFICATIONS, LICENSES, AND REGISTRATION REQUIREMENTS
Employees in this position may be required to obtain and maintain the following certifications, licensing and registrations:

Certificates
- None

Licenses
- Valid California Class C Driver License that allows you to drive in the course of your employment

Registrations
- None

PHYSICAL DEMANDS, WORK ENVIRONMENT, AND VISION REQUIREMENTS
The physical demands and work environment characteristics described here are representative of those that must be met or may be encountered by an employee to successfully perform the job duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the job duties.

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Physical Demands: The work requires some physical exertion such as long periods of standing; walking over rough, uneven, or rocky surfaces; recurring bending, crouching, stooping, stretching, reaching, or similar activities; recurring lifting of moderately heavy items such as personal computers and record boxes. The work may require specific, but common, physical characteristics and abilities such as above-average agility and dexterity.

Work Environment: The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or commercial vehicles, e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc. The work area is adequately lighted, heated, and ventilated.

Vision Requirements: No special vision requirements.

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