

Technology Support Analyst

Role Summary: This is analytical work in providing consultation, support, and/or training to clients of computer or other technology based systems. Employees may provide technical support of hardware, applications, operating systems and networking. This level requires a broad understanding of a wide variety of technologies to effectively support client's technical needs. Employees at this level may participate in system integration and network analysis activities (though they are not usually involved in application development or network design).

Employees interact with a broad range of clients and require strong communication skills and ability to use a wide variety of technical resources. Employees at this level generally provide routine and non-routine support for a broad range of information related technologies or may provide in-depth support for a more narrowly defined area of technology. Highly complex or difficult technical problems are referred to a higher-level support Technology Support Specialist or other technical resource for that particular technology issue.

Competency	Definition
Communication	Clearly conveying verbal, non verbal (sign language, body language, gestures), or written information and ideas to individuals or groups to ensure that they understand the message. Listening and responding appropriately to messages from others.
Consulting	Providing guidance, advice and counsel to others in a particular area of expertise.
Customer Service	Developing and maintaining strong relationships with customers by listening and understanding the customer and responding to identified needs.
Organizational Awareness	Understanding the organization's mission, the function of the specific work unit and how they work with other units work units to serve the customer.
Planning/Organizing	Establishing courses of action for self and others to ensure that work is completed efficiently.
Technical Support/ Problem Solving	Identifying problems, determining possible solutions, and taking action to resolve the issues.
Project Management	Providing oversight for a formal project that establishes a set of tasks and activities associated with an intended outcome and timeline.
Teamwork	Actively participating as a member of a team to move toward the completion of goals.
Technical Knowledge/ Technical Solutions Development	Possessing a satisfactory level of technical and professional skill or knowledge in position- related areas and keeping up with current developments and trends in areas of expertise.

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Communication	<p>Conveys ideas in a clear manner using terminology that is easily understood by the customer.</p> <p><i>Example:</i></p> <ul style="list-style-type: none"> • <i>Responds to technical support questions via e-mail and provides explanations and supporting documents.</i> <p>Communicates in methods appropriate to the situation or audience.</p> <p>Uses correct grammar, punctuation, and spelling to communicate basic information (verbal and written).</p>	<p>Interprets information and seeks clarification.</p> <p>Seeks input and ensures mutual understanding.</p> <p>Presents information to the client in a manner that ensures communication is clear.</p> <p><i>Example:</i></p> <ul style="list-style-type: none"> • <i>Provides training when available.</i> <p>Explains programs, policies and procedures using terminology that is easily understood by the customer.</p> <p>Uses a style (formal, informal) that is appropriate for the listener, group, or reader. Adapts delivery based on the situation and audience.</p> <p>Communicates and interacts with hardware and software vendors as appropriate to solve problems.</p>	<p>Structures message in keeping with listener's experience, background and expectations; uses terms, examples, and analogies that are meaningful to the listener.</p> <p>Understands the underlying dynamics of situations and adapts communication style.</p> <p>Translates advanced technical issues into layman's terms for non-technical users.</p> <p>Uses persuasion and negotiation to build cooperation and consensus towards decisions.</p>
Consulting	<p>Offers suggestions to resolve problems or issues.</p> <p>Determines client needs and effectively communicates back to technical experts.</p> <p>Acts as technical resource to others within work specialty.</p>	<p>Works collaboratively with customer to identify issues and alternative solutions.</p> <p><i>Example:</i></p> <ul style="list-style-type: none"> • <i>Provides consultation for on campus and off campus projects.</i> <p>Conducts research, identifies relevant tools, seeks expertise of</p>	<p>Analyzes and assesses customer needs and regularly provides expertise and counsel to internal/external customers.</p> <p>Analyzes and incorporates market and industry trends and best practices in areas of technology.</p>

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	<p><i>Example:</i></p> <ul style="list-style-type: none"> • <i>Provides technical advise/support for various mainframe/web based applications.</i> 	<p>others (i.e. higher level specialists and analysts) to resolve higher level problem.</p> <p><i>Example:</i></p> <ul style="list-style-type: none"> • <i>Consults with programmers, managers, and business clients to resolve problems and discuss enhancements to automated systems.</i> <p>Seeks feedback and/or evaluates project or service to determine if customer needs were met.</p>	<p>Advises decision -makers regarding impact of such on long-range strategic goals.</p> <p>Understands relationships and dynamics of information technology on the organization and its service delivery.</p>
Customer Service	<p>Demonstrates ownership of customer issues.</p> <p>Accessible to the customer and provides prompt, attentive service.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • <i>Mans help desk for campus users.</i> • <i>Listens and responds appropriately to requests received by incoming phone calls, emails or in person.</i> • <i>Add/updates user access in mainframe applications/web based applications.</i> <p>Understands customer needs and independently seeks solutions.</p> <p><i>Example:</i></p> <p><i>Remain current on upgrades to software and applications used by CSC and CSC clients.</i></p>	<p>Develops relationships/partnerships with customer by responding to needs and exhibits a sense of urgency.</p> <p>Independently identifies options, develops solutions and takes action when responding to customer needs.</p> <p>Assesses or checks with customer to ensure solution meets need.</p>	<p>Proactively seeks to provide customer satisfaction.</p> <p>Looks for ways for self and others to optimize service delivery and meet customer needs.</p> <p><i>Example:</i></p> <ul style="list-style-type: none"> • <i>Monitors incident tracking applications to ensure staff provides timely customer support.</i> <p>Develops creative solutions to respond to service needs.</p> <p>Identifies ways to streamline processes and link resources for efficient and effective customer service.</p>

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Organizational Awareness	<p>Understands how primary duties/purpose of the position contributes to accomplishing the goals of the work unit.</p> <p>Understands the basic mission of the organization and work unit.</p> <p>Recognizes how work units work together.</p>	<p>Understands the primary duties/purpose of the work unit and how the unit contributes to accomplishing the goals of the organization.</p> <p>Understands how individual decisions impact the achievement of the organization's goals.</p> <p>Understands the formal as well as informal relationships within the organization.</p>	<p>Considers the impact of work products, outcomes, organizational changes on other parts of the organization</p> <p>Communicates goals, mission and priorities of the organization when interacting with others.</p> <p><i>Example:</i></p> <ul style="list-style-type: none"> • <i>Works with managers to set computer use guidelines and policies.</i> • <i>Develops and distribute user manuals to staff and customers when appropriate.</i> • <i>Works with Security Coordinator and Division Director on security related requirements to insure compliance.</i> <p>Identifies changing organizational needs and adapts service delivery accordingly.</p> <p>Describes the services provided by the work unit.</p> <p>Identifies the functions and relationship of work units to each other.</p>

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Planning & Organizing	<p>Works independently on assigned tasks. <i>Example:</i></p> <ul style="list-style-type: none"> • <i>Works independently to create new innovative ways to improve work functions, and to work more efficiently.</i> <p>Sets own work schedule and monitors progress against defined parameters.</p> <p>Understands objectives and priorities related to activities and tasks.</p> <p>Recognizes and obtains required equipment and/or materials that are needed to do the job. <i>Examples:</i></p> <ul style="list-style-type: none"> • <i>Provides justification for IT related expenditures and authorizes purchases.</i> • <i>Coordinates with vendor technical support as needed when vendor-specific assistance is required (especially adaptive software).</i> • <i>Orders replacement parts.</i> • <i>Orders computers, printers and other IT related equipment.</i> 	<p>Organizes and follows complex and/or detailed technical procedures.</p> <p>Assesses project/assignment requirements. <i>Examples:</i></p> <ul style="list-style-type: none"> • <i>Makes work orders on work that needs to be done.</i> • <i>Maintains cost information and enters on work orders.</i> <p>Manages time to accomplish complex tasks within established timeframes.</p> <p>Sets objectives and prioritizes activities and tasks; adjusts priorities when appropriate. <i>Example:</i></p> <ul style="list-style-type: none"> • <i>Prioritizes daily work requests.</i> <p>Devises alternative solutions when obstacles or problems arise.</p> <p>Identifies and secures equipment, materials, and/or training needed to perform tasks.</p>	<p>Identifies critical activities and tasks needed to complete work.</p> <p>Creates ad hoc work groups to analyze problems, seek solutions and communicate solutions effectively.</p> <p>Develops timelines for project or task completion.</p> <p>Plans for appropriate allocation of time (incumbent and others) for completing tasks and projects to avoid scheduling conflicts.</p> <p>Ensures that required equipment, material and/or training are available for self and others.</p>

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<p>Technical Support/ Problem Solving</p>	<p>Integrates and coordinates elements of technology support area.</p> <p>Implements standard diagnostics and problem resolution actions after determining problem.</p> <p>Solicits relevant information from client in order to describe non-routine problems to technical support, if necessary.</p>	<p>Independently identifies and resolves routine and non-routine problems requiring in-depth analysis.</p> <p>Documents solutions for future reference.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • <i>Provides/identifies problems and perform diagnosis on software/hardware and resolves issues.</i> • <i>Restart/troubleshoots SNA/WAN/LAN Network printers.</i> • <i>Researches network hardware infrastructure requirements and software practices and procedures.</i> <p>Integrates knowledge and skills from a range of technologies to address work assignments.</p> <p>Identifies recurring problems and assists in developing solution.</p>	<p>Develops solutions that address the origin of the problem thus eliminating recurrence.</p> <p>Detects/identifies trends and cause-effect relationships.</p> <p>Demonstrates knowledge of other technology areas and integrates into the development of solutions.</p> <p>Makes suggestions for technical modifications to prevent future problems.</p> <p>Develops and implements information technology solutions to enhance organizational success.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • <i>Troubleshoots fire-alarms.</i> • <i>Assures PM is carried out on exit and emergency lights.</i>

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Project Management	<p>Manages one component or module of an established project.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • <i>Assists Plant Engineer in design of cable TV system.</i> • <i>Issues detail designs on projects.</i> <p>Ensures timely completion of assigned tasks by adhering to time schedules and deadlines.</p>	<p>Manages projects by establishing timelines and milestones.</p> <p>Makes recommendations to solve problems that arise during project completion. Manages daily workload in conjunction with project objectives.</p> <p>Works with and manages those assigned to project team (supervisory relationship may or may not exist).</p> <p>Periodically reviews project resources and ensures resources are used appropriately.</p> <p>Negotiates new or revised project timelines and/or outcomes.</p> <p>Evaluates successful and unsuccessful outcomes and implications of each.</p>	<p>Manages complex projects with far reaching impact; manages multiple complex projects at one time.</p> <p>Collaborates with others to avoid or overcome problems and obstacles.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • <i>Coordinates with ITS and orders phone and data lines for new installations.</i> • <i>Coordinates with the Schedule and Control Section to implement new projects (new jobs and changes to existing jobs).</i> <p>Directs the work of others with some latitude on actions and decisions.</p> <p>Solicits and incorporates input and support from project sponsor.</p> <p>Leads implementation efforts to project completion.</p>
Teamwork	<p>Participates as team member and actively contributes to team: offers suggestions, opinions, and information.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • <i>Accepts or assumes additional responsibilities,</i> 	<p>Encourages input from team members.</p> <p>Understands the dynamics of teams: values and uses individual differences and talents of team members.</p>	<p>Integrates teamwork philosophy into program development and strategic planning.</p> <p>Leads team efforts and assesses the skills and strengths of individuals on the team.</p>

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	<p><i>directives from unit supervisor/lead worker I without prompting; knowing that the job must be completed.</i></p> <ul style="list-style-type: none"> • <i>Serves on appointed committees when needed.</i> <p>Considers ideas of other team members; support team decisions.</p> <p>Accepts responsibility for actions.</p>	<p>Identifies barriers and resources to achieve team goals.</p> <p>Constructively resolves conflict between team members or with other teams.</p>	<p><i>Example:</i></p> <ul style="list-style-type: none"> • <i>Coaches staff by providing both reinforcement and constructive feedback on their performance asking for their input when solving problems.</i> <p>Proactively models commitment of team decision-making processes.</p> <p><i>Example:</i></p> <ul style="list-style-type: none"> • <i>Fills in for Plant Engineer when absent.</i>
<p>Technical Knowledge/ Technical Solutions Development</p>	<p>Demonstrates understanding of own specialty and technology principles.</p> <p>Performs a variety of recurring and related tasks or functions utilizing established processes.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • <i>Installs new computers and printer equipment and configures for use on the network.</i> • <i>Installs software and configures workstations for specific user needs including drive mappings and other project needs</i> • <i>Changes backup tapes</i> • <i>Helps staff with cable installations.</i> • <i>Resets passwords.</i> • <i>Secures data from</i> 	<p>Demonstrates an understanding of the general principles and practices associated with the work performed.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • <i>Provides user training as needed, either in person, over the phone or in written format.</i> • <i>Documents solutions that solve client problems and clearly presents those solutions.</i> <p>Applies/integrates technical knowledge to standard and non-standard tasks.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • <i>Maintains fax machines and installs new machines</i> • <i>Rebuilds workstation when necessary, installing operating system applications, configures for the network including OS</i> 	<p>Demonstrates a comprehensive understanding of principles, theories, and practices pertinent to the organization.</p> <p>Develops and/or implements information technology solutions to enhance organizational success.</p> <p>Applies and interprets technical knowledge to resolve unique or highly complex situations.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • <i>Develops and analyzes management reports that provide information regarding problem and network trends, education needs and change management.</i> • <i>Develops and maintains support standards for</i>

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	<p><i>departing user accounts and confers with managers before assigning the data to user assuming those responsibilities.</i></p> <ul style="list-style-type: none"> • <i>Maintains procedures and guidelines for security access to automated systems.</i> • <i>Helps run conduit for data and telephone cables and fiber cables in duct bank.</i> <p>Resolves problems of limited complexity and/or refers to appropriate technical experts.</p>	<p><i>updates, Novel client and anti-virus software.</i></p> <ul style="list-style-type: none"> • <i>Performs system hardware and software maintenance repairs.</i> • <i>Installs servers and network switches and provides administration.</i> • <i>Installs server support packs and patches.</i> • <i>Provides e-mail and calendar administration (backup role).</i> • <i>Checks the status of servers and networking equipment.</i> • <i>Checks the volume space of servers and does purges as needed to maximize available disk space.</i> • <i>Installs data port for data logger.</i> • <i>Creates and updates Campus Network Map.</i> • <i>Provides directory account administration.</i> <p>Analyzes problems and determines courses of action to resolve issues. <i>Examples:</i></p> <ul style="list-style-type: none"> • <i>Terminates Fiber.</i> • <i>Restarts transaction programs.</i> <p>Solves unusual problems requiring the application of non-standardized and changing data.</p>	<p><i>automated systems.</i></p> <p>May serve as the technical expert within the work group.</p> <p>Directs and coaches others regarding application and interpretation of technical issues. <i>Examples:</i></p> <ul style="list-style-type: none"> • <i>Manage Customer Support Center by ensuring work is prioritized and communicated to staff and affected customers.</i> • <i>Supervises telecommunications and related work.</i>

Minimum Training and Experience:

Graduation from a two-year technical college with a major in computer science, information technology or related area and one year in the information technology field related to the position's role; or graduation from a four-year college or university and one year experience in the information technology field related to the position's role; or graduation from a four-year college or university with a major in computer science or information technology or related degree. Related information technology experience may be substituted year-for year for the required education.