

## SUPPORT ANALYST II

*FLSA Status: Exempt*

### **GENERAL DEFINITION OF WORK:**

Under direct supervision, to support functions for the Technology Services staff, including but not limited to help desk, hardware and software evaluation and installation, problem resolution and user training. Supports all School Division staff and their designated locations. Does related work as required.

### **ESSENTIAL FUNCTIONS/TYPICAL TASKS:**

**Analyzing needs; assisting in the testing of computer systems and programs; preparing proper operational and application related documentation; providing technical support; training users.**

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Acts as liaison between vendors and user departments.
- Receives, documents and responds with appropriate assistance to all calls to the department for questions and problems from end users about applications, hardware and software (whether microcomputer, LAN, WAN, mainframe, networks or telecommunications).
- Installs microcomputer software and hardware for user.
- Make suggestions concerning department's standards which would facilitate improved operations.
- Evaluate new as well as current software (microcomputer and LAN) and hardware (microcomputer and LAN).
- Performs Quality Control checks on work.
- Provides status reports to supervisor and management.
- Participates in department's teamwork concept.
- Meets departmental and organizational deadlines.
- Serves as support for user departments on networked devices such as scanning equipment, applications systems such as Adobe, MS Office and all other enterprise and some departmental applications.
- Creates and maintains user accounts on various application systems.
- Assists in the preparation of procedural documentation on use of system and application software.
- Assists with maintenance of School Division's internet and intranet websites; scans and formats images for websites; converts documents to web appropriate format; assists with the creation of databases and web applications that interact with databases.
- Performs related tasks as required.

### **KNOWLEDGE, SKILLS AND ABILITIES:**

General knowledge of business operations, processes and procedures; general knowledge of the capabilities of information technology software, hardware and network systems; ability to analyze administrative processes and procedures for automation purposes; ability to train employees in the use of hardware and software; ability to prepare user manuals; ability to translate technical terminology into terms understandable to management and employees; ability to assist users in solving basic hardware and application related problems; ability to follow instructions both verbally and written; ability to establish and maintain effective working relationships with associates and the general public.

### **EDUCATION AND EXPERIENCE:**

Requires combination of education, training, and experience equivalent to an Associate's degree in computer science or related field; **and** 6 years experience in analysis of business operations, especially related to the use of automated technology; **or** a Bachelors' degree in computer science or related field; **and** 2 years experience in analysis of business operations, especially related to the use of automated technology.

### **PHYSICAL REQUIREMENTS:**

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires fingering, grasping and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; visual acuity is required for depth perception, color perception, preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

### **SPECIAL REQUIREMENTS:**

Possession of an appropriate driver's license valid in the Commonwealth of Virginia.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.