INFORMATION TECHNOLOGY INFRASTRUCTURE
  SUPPORT ANALYST   CLASS CODE: A07072

DESCRIPTION: Under limited supervision, performs work as described below in one or more of the following information technology (IT) areas: hardware and software support, network support, systems administration, research, procurement, and/or training; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed.)

This is the second of four levels (Technician, Analyst, Analyst/Senior, and Analyst/Lead) in the Infrastructure Support series. Positions perform journey level work with a high degree of independence. Guidance and direction is sought from higher-level information technology professionals on complex problems/projects. Analysts may do some server hardware and software installation/updates and have responsibility for print/ghost servers, but do not have responsibility for administration of servers housing major applications/programs. Positions perform some analysis of network components such as switches, routers, cabling, and load balances.

At the Infrastructure Support Technician level, positions receive direction from higher-level information technology professionals. At this level, positions are performing desktop support, cabling, hardware setup, software installation, configuration and updates, research, procurement, and training.

At the Analyst/Senior level, positions are independently performing advanced work (such as server administration) and providing guidance to the lower levels in the series. At this level, positions may be responsible for leading small projects but receiving guidance from higher-level Infrastructure Support staff on difficult problems.

At the Analyst/Lead level, positions spend the majority of work time leading major projects and coordinating/directing a team of professional level, Infrastructure Support staff and business staff in the accomplishment of project goals/objectives. Positions may have full-fledged supervisory responsibility over one or two professional level IT staff.

EXAMPLES OF WORK: (A position may not perform all the duties listed nor do the listed examples include all the duties that may be assigned.)

Hardware and Software Support:
• Assembles and tests equipment (including peripherals)
• Repairs equipment
• Performs preventative maintenance
• Limited site inspection/review
• Minimal VM/CMS user support
• Determines hardware/software configuration requirements to satisfy client needs
• Resolves hardware/software problems
• Plans/oversees hardware/software installation
• Responsible for agency hardware/software inventory
• Provides assistance to clients on all hardware/software, including PC operations systems
• Customize software parameters

Network Support:
• Installs, maintains, repairs cabling
• Troubleshoots data communication problems
• Installs/maintains/repairs network components (hubs/cau/mau…)
• Monitors network performance
• Vendor contact for maintenance/repair
• Plans/oversees site network preparation

System Administration:
• System back-ups
• Maintains user Ids and authorizations
• Plans and monitors system backups
• Recovers/rebuilds user files
• Monitors system performance
• Installs server hardware/software products on the server under direction
• Manages system disk space
• Distributes and manages client software via the network
• Troubleshoots and maintains network servers hardware

Research:
• Upon request, provides research on technical products
• Tests new hardware/software for possible deployment

Procurement:
• Receives ordered software
• Monitor outstanding purchase orders
• Evaluate vendor performance
• Reviews purchasing paperwork
• Vendor contact for active orders

Training:
• Provides informal training for small groups (mainly software)
• Recommends training topics
• Client contact for computer-based training

General:
• Liaison with hardware maintenance vendor
• Collects and summarizes network operation data
• Provide on-call support (off hours)
• Consults with clients on specific technical issues
• Provides mentoring and guidance on assigned tasks to other information technology employees

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: network planning, design, and evaluation; computer systems facilities support design and evaluation; memory structure; buffers and registers; networking; network application interfaces; specification development and writing; electronic communications networks; computer systems, telecommunications, and network theory; distance communication systems; operational needs regarding data communications, computer hardware and software; applications and user systems; operating systems and utilities; peripherals; testing equipment; hardware and software interfacing; user needs analysis; data storage and security; agency rules/regulations and policies/procedures; computer assembly.

Skill in: developing and implementing solutions to problems; operations analysis; identification of key causes; systems evaluation; technology design; identifying downstream consequences; critical thinking; troubleshooting; instructing; testing; equipment selection; solution appraisal; judgment and decision making; communicating information with others; operation and control of systems/equipment; time management; management of material and financial resources; product inspection; installation of hardware/software; repairing machines/systems using the needed tools; equipment maintenance.

Ability to: communicate information to others electronically, telephonically, on paper, and in person; read, understand, and listen to communications from others; shift back and forth between two or more activities or sources of information; recognize a problem; see details of objects at close range (within a few feet of the observer); apply general rules to specific problems to come up with logical answers; follow multiple step instructions; recognize and identify the degree of similarities or differences between individual characteristics; combine separate pieces of information, or specific answers to problems, to form general rules or conclusions; concentrate and not be distracted while performing a task over a period of time; exert maximum force to lift, push, pull or carry objects weighing up to 50 pounds; stoop, kneel, crawl, crouch, and endure prolonged standing; move hands, feet and/or to manipulate small objects rapidly and accurately in accordance with visual stimuli.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need assistance in the selection process must request this in advance.)

Associate degree in computer science and two years of related technical and business experience. Two years of related technical and business experience may substitute for the required education on a year-for-year basis.

OR

Post high school coursework in computer science and three years of related technical and business experience.

SPECIAL NOTE:

Agencies are responsible to evaluate each of their positions to determine overtime eligibility status as required by Fair Labor Standards Act (FLSA).