

STATE OF NEBRASKA CLASS SPECIFICATION
INFORMATION TECHNOLOGY INFRASTRUCTURE
SUPPORT ANALYST/SENIOR

EST: 02/99 - REV: 02/12

CLASS CODE: A07073

DESCRIPTION: Under general supervision, performs expert support 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 required.

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

This is the third of four levels (Technician, Analyst, Analyst/Senior, and Analyst/Lead) in the Infrastructure Support series. Positions perform advanced/expert level work (such as server administration) and are responsible for security, policies/procedures, consultation, disaster recovery of network/servers, and communication with agency management. Positions may be responsible for leading small projects but receiving guidance from higher-level staff on difficult problems.

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

At the Analyst level, positions are performing 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 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 be assigned all the duties listed nor do the listed examples include all the duties that may be assigned.)

Hardware and Software Support:

- Troubleshoot and maintain server hardware
- Install and configure server software products
- Review and approve proposed hardware/software configuration recommendations
- Vendor contact for PC hardware/software
- Recommends hardware/software replacement program

Network Support:

- Plans and manages agency's data communication network
- Responsible for network performance
- Establishes, implements, and, maintains network security strategy and requirements
- Vendor contact for "LAN" hardware/software
- Point of contact with DAS/DOC

System Administration:

- Plans and manages agency servers and networked devices
- Establishes and implements server security
- Establishes and implements client security
- Maintains server network operating system
- Establishes and maintains network/server policies/standards/guidelines
- Responsible for overall server performance
- Responsibility for disaster recovery of network/servers

Research:

- Investigates and prepares recommendation on new/emerging technology
- Participates on teams researching specific hardware/software technology
- Tests new hardware/software and makes recommendations on possible deployment
- Maintains current knowledge of IT direction and trends

Procurement:

- Approves purchases
- Maintains hardware/software inventory system
- Recommends hardware/software standards

Training:

- Provides informal technical training for infrastructure personnel
- Prepares training plan for individual infrastructure personnel
- Evaluates vendor IT training
- Provides consultation on general technical issues and possible solutions

General:

- Provides mentoring and guidance on assigned tasks to other information technology employees
- Provides technical support on application development tools
- Assists/supports in preparing agency's IT plan/budget
- Prepares/makes formal presentations
- Communicates with agency management on IT issues/projects
- Ensures proper documentation is created/maintained

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

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

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Skill in: troubleshooting; instructing; testing; operations analysis; critical thinking; solution appraisal; product inspection; judgment and decision making; communicating information and concepts with others; installation of hardware/software; operation and control; identification of key causes; systems evaluation; technology design; identifying downstream consequences; maintenance/repair of equipment; time management; management of material/financial resources.

Ability to: communicate information/ideas to others; read, understand, and listen to communication from others; recognize a problem; see details of objects at a close range (within a few feet of the observer); apply general rules to specific problems to come up with logical answers; follow instructions; recognize 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; shift back and forth between two or more activities or sources of information (such as speech, sounds, touch or other sources); exert maximum muscle 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 fingers 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 should request this in advance.

Associate degree in computer science and three 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 four 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 the Fair Labor Standards Act (FLSA).