



JOB DESCRIPTION

TITLE

Technical Support Analyst III - DEN

JOB SUMMARY

Provides high-level of technical support to the entire University for information technology systems and services, via phone, remote computer access and in person. The Technical Support Analyst III provides technical mentorship to the Technical Support Analyst I and Technical Support Analyst II positions and is a resource for service request escalations. The Technical Support Analyst III will also assist the Manager of Technology in providing quotes, making standards recommendations, and providing system documentation. The Technical Support Analyst III actively works to analyze problems related to hardware and software; recommends hardware and software purchases based on analysis of needs; direct users to appropriate information technology services teams for support, development and training; and communicates to their supervisor, end user issues and concerns. Work is performed under the supervision of manager/director and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Manager, Classroom Technology & Videoconferencing

Supervises: May supervise students and temporary staff

ESSENTIAL DUTIES - May include, but not limited to the following:

- Assists in capacity planning of computers.
- Coordinates activities of planning and installing computers and printers.
- Assists in creating standardized desktop images.
- Tests software for compatibility with standardized systems at TWU.
- Key member of the incident response team.
- Works with technology managers on projects as assigned.
- Provides mentorship to Technical Support Analysts by disseminating information and through advising and coaching.

- Maintains responsible use of hardware, software, network, peripheral equipment, tools and test equipment.
- Provides informal hands-on training to users on the use of computers.
- Develops and maintains current technical documentation and on-line help files.
- Provides a high-level of expertise and technical support to the entire University on information technology systems and services.
- Provides training to faculty, staff and/or students in a formal classroom environment.
- Installs services and supports desktop systems.
- Installs and services TWU supported hardware and/or digital devices associated with specific University initiatives.
- Assists users with technical training in Applications and Desktop hardware.
- Supports standardized software installation, including training and troubleshooting.
- Assists other teams within the Office of Technology.
- Performs onsite analysis, diagnosis, and resolution of complex desktop problems for end users, and recommends and implements corrective solutions, including offsite repair for remote users as needed.
- Installs, configures, tests, maintains, monitors, and troubleshoots end-user workstations and related hardware and software in order to deliver required desktop service levels.
- Assesses the need for and implement performance upgrades to PC boxes, including the installation of CPUs, I/O and NIC cards, hard disks, ribbon cables, hard drives, RAM, memory chips, CD-ROMs, etc.
- Collaborates with LAN technicians/network administrators to ensure efficient operation of the company's desktop computing environment.
- Where required, administers and resolves issues with associated end-user workstation networking software products.
- Receives and responds to incoming calls, tickets, text, and/or e-mails regarding desktop problems.
- Ensures that physical desktop connections (i.e. RJ-45 Ethernet jacks, RJ-11 telephone modem jacks, connectors between PCs and servers, etc.) are in proper working order.
- Prepares tests and applications for monitoring desktop performance, then provide performance statistics and reports.
- Assists in preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring desktop operations.
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- Assists in the implementation of institutionally appropriate and effective disaster recovery plans.
- Required to work a flexible schedule, including nights, weekends and holidays.
- Responds to emergency or on-call situations in a timely manner.

ADDITIONAL DUTIES

- May be asked to serve as a Project Lead on different assignments.

- Provides University - or community - related services that may directly or indirectly impact institutional goals or initiatives.
- Participates in end user product testing and evaluation.
- Demonstrates product functionality and performance for end users.
- Troubleshoots issues end users encounter with learning technologies.
- Performs other duties as requested.

EDUCATION

High school diploma or equivalent required. Technology and network systems certifications preferred. Some college preferred. ITIL/HDI certifications preferred

EXPERIENCE

Three years' experience in an information technology or instructional technology environment, preferably in higher education. Previous customer service, computer lab, field support, or telephone technical support experience preferred.

REQUIREMENT

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

- Requires a thorough understanding of both theoretical and practical aspects of an analytical, technical or professional discipline.
- The knowledge and/or technology used in the job changes frequently, requiring frequent study and training.
- Requires the examination and intermediate analysis of technology systems.
- Basic business principles and business and industry-specific terminology.

Skills:

- Build rapport
- Listening skills
- Organizing and planning
- Bus and bus configuration
- Central Processing Unit (CPU)
- DVD, CD-ROM, hard and floppy disk drives
- Monitor and graphics memory
- Motherboard

- Mouse and keyboard
- Operating systems (e.g., Mac and Windows)
- RAM/ROM
- Account management
- Configuration modification, backup, restore and location (e.g. registry, INI files)
- Directory, file structures and systems
- Input and output
- Installation of applications
- Operating system administration (e.g., monitoring, process control, threads, upgrades and patching)
- OS compatibility and interoperability
- Procedures for starting and stopping services
- Read and write permissions

Highly Preferred:

- Distributed databases and processing
- Object oriented concepts for databases
- On-line transaction processing
- Relational databases
- Web application development tools
- Client access control procedures
- Network Addressable Storage (NAS), Storage Area Network (SAN)
- Remote access protocols (e.g., Remote Access Service - RAS, Point to Point Protocols - PPP)
- Remote and distributed processing and storage (e.g., Microsoft.NET)
- Server operating systems (e.g., Unix, Linux, Windows)
- Services (e.g., DNS, DHCP, NAT, VPN)

Abilities:

- Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.
- Ability to lead small teams.
- Ability to manage projects as assigned.
- Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.
- Ability to communicate effectively orally, by phone, in person, and in writing.
- Ability to represent the department and University in a friendly, courteous, and professional manner.
- Effective interpersonal skills and relationship-building skills.
- Strong written and oral communication skills.
- Ability to present ideas in user-friendly language.
- Understanding of the organization's goals and objectives.
- Self-motivated and directed.
- Keen attention to detail.

*Technical Support Analyst III
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- Analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Ability to work in a team-oriented, collaborative environment.
- Strong customer-service orientation.
- Ability to use a personal computer and other office equipment, including related university software and email.

PHYSICAL DEMANDS

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel. Required to work a flexible schedule, including nights, weekends and holidays.

WORK ENVIRONMENT

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment. Daily exposure to PCs and networks.

SAFETY

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: _____

Date: _____

Employee Printed Name: _____

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Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran's status, or against qualified disabled persons.

All positions at Texas Woman's University are deemed security sensitive requiring background checks.