

UNIVERSITY OF ARIZONA
DEPARTMENT OF HUMAN RESOURCES
CLASSIFIED STAFF EMPLOYEE JOB DESCRIPTIONS

JOB CODE: 73080

TITLE: Information Technology Support Analyst

IT PAY BAND: B07

FLSA: Non-Exempt

Purpose of Classification:

Performs basic information technology support activities in some combination of the following: systems administration, network administration, applications systems design/development, database design/development or administration, web site design/development and/or workstation/end user support.

Distinguishing Characteristics:

This is the first in a series of three classifications. It is distinguished from the Information Technology Support Analyst, Senior which conducts research for planning and/or operational purposes, conducts needs analysis and optimizes systems performance.

Example of Duties:

- Installs, configures and performs routine maintenance on systems hardware and software including servers and operating systems. Creates and maintains user accounts.
- Maintains, monitors and supports data and voice networks including client connectivity, authorization and authentication mechanisms.
- Participates in designing, analyzing, implementing and maintaining applications systems. Writes and maintains computer code and tests applications.
- Participates in the analysis, design, development, maintenance and administration of automated databases. Implements and maintains data structures including stored procedures and views.
- Performs basic analysis, design, development, and maintenance of web sites.
- Installs, configures and maintains workstation hardware, software and peripherals. Evaluates workstation support needs; plans and implements maintenance, upgrades and training programs. Resolves hardware/software problems.
- Implements and monitors computer security and quality assurance procedures and maintains associated required documentation.
- Participates in research of current and emerging computing technologies.

Knowledge, Skills and Abilities:

- Knowledge of the theory, principles and practices in area of assignment that may include systems administration, network systems administration, applications design/development, database design/development or administration, web site design/development and/or workstation/end user support.

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- Skill in providing information technology related customer service to users having varying levels of technical expertise.
- Skill in analyzing computer hardware and software problems.
- Skill in working independently and as part of a team.
- Ability to communicate effectively verbally and in writing.

Minimum Qualifications:

- Three years of information technology experience in area of assignment which may include system administration, network systems administration, applications design/development, database design/development or administration, web site design/development or administration and workstation/end user support; OR,
- Associates degree in Information Technology or related area AND two years of information technology experience in area of assignment which may include system administration, network systems administration, applications design/development, database design/development or administration, web site design/development and workstation/end user support; OR,
- Any equivalent combination of experience, training and/or education.

This description is intended to be generic in nature. It is not intended to determine specific duties and responsibilities of any particular position. Essential functions and overtime eligibility may vary based on the specific tasks assigned to the position.

Prepared: 05/01/09