

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

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**JOB CODE:** 73081

**TITLE:** Information Technology Support Analyst, Senior

**IT PAY BAND:** B11

**FLSA:** Exempt

**Purpose of Classification:**

Gathers, analyzes, interprets and presents information technology and business information for strategic planning and/or operational purposes. Optimizes the performance and security of various computer systems. Performs experienced level information technology support activities in some combination of the following: systems administration, network systems administration, applications design/development, database design/development or administration, web site design/development, business analysis and/or workstation/end user support.

**Distinguishing Characteristics:**

This is the second in a series of three classifications. It is distinguished from the Information Technology Support Analyst which performs basic information technology support functions. It is distinguished from the Information Technology Support Specialist, Principal which evaluates information technology capacity and needs of assigned areas, plans for future development, establishes policies and standards, and acts as a project manager, functional team coordinator or functional supervisor.

**Example of Duties:**

- Gathers, analyzes, interprets and presents information technology and business information for strategic planning and/or operational purposes. Researches current and emerging technologies and makes recommendations regarding the purchase of hardware and software.
- Installs, configures and maintains computer systems hardware and software, including servers and operating systems. Identifies unit's computer systems needs. Maintains and improves computer system availability and performance.
- Installs, configures, administers, monitors and/or supports the unit's data and voice networks including client connectivity, authorization and authentication mechanisms. Identifies user networking needs. Optimizes unit's network availability and performance.
- Conducts user software needs analysis and plans, designs, analyzes, implements and maintains applications systems solutions.
- Conducts user database needs analysis and plans, analyzes, designs, develops, maintains and administers automated databases. Optimizes database performance.

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- Researches, develops, designs, implements, and maintains web sites and associated databases and user interfaces. Conducts web site needs analysis and consults with users regarding accessibility, usability and aesthetic appeal of web sites.
- Documents and analyzes complex business systems and processes. Identifies user information technology needs. Designs, revises, optimizes and implements automated systems to meet unit needs.
- Installs, configures and maintains workstation hardware, software and peripherals. Evaluates workstation support needs; plans and implements maintenance, upgrades and training programs. Resolves workstation computer hardware/software problems.
- Implements and monitors computer security and quality assurance procedures. Maintains associated required documentation.
- May manage projects of limited scope or portions of large/complex projects. May guide technical staff on a project basis.

**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, business analysis and/or workstation/end user support.
- 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 conducting business and information technology needs analysis.
- Skill in optimizing the performance of computer systems.
- Skill in managing projects.
- Skill in working independently and as part of a team.
- Ability to communicate effectively verbally and in writing.

**Minimum Qualifications:**

- Five years of progressive information technology experience in area of assignment which may include systems administration, network systems administration, applications design/development, database design/development or administration, web site design/development or administration, business analysis and/or workstation/end user support.; OR
- Associate's degree in Information Technology or a related area AND four years of progressive information technology experience in area of assignment which may include systems administration, network systems administration, applications design/development, database design/development or administration, web site design/development, business analysis and/or workstation/end user support; OR,
- Any equivalent combination of experience, training and/or education.

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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