

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

JOB CODE: 73082

TITLE: Information Technology Support Analyst, Principal

IT PAY BAND: B13

FLSA: Exempt

Purpose of Classification:

Evaluates information technology capacity and needs of assigned area and plans for development and expansion. Establishes and implements guidelines, procedures and standards to ensure availability, performance and security of computer systems, hardware and/or software. Performs advanced information technology activities in some combination of the following: systems administration, network systems administration, applications design/development, database design/development or administration, web site design/development/administration, business analysis, and/or workstation/end user support.

In addition, functions in one of the following:

As a project manager, defines scope, plans, organizes and directs project teams involved in large and/or complex information technology projects.

As a functional team coordinator, schedules, monitors, guides and participates with technical staff in assigned areas of responsibility.

As a functional supervisor, hires, schedules, monitors, directs and evaluates a small technical staff.

Distinguishing Characteristics:

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

Example of Duties:

- Evaluates capacity of assigned systems, applications, database and hardware resources and plans for development and expansion. Researches current and emerging technologies and makes recommendations regarding the purchase of computer hardware and software support of the unit's information technology strategic plan and in accordance with established policies.
- Ensures availability, performance and security of computer systems hardware and software. Establishes and implements computer systems user guidelines, procedures and standards.
- Plans, designs and develops network infrastructure. Develops and implements network usage, support and security best practices and policies. Operates and maintains unit's voice and data communications network facilities.

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- Establishes and implements applications systems design/development standards and procedures. Designs, develops and maintains applications systems.
- Analyzes, designs, develops, maintains and administers highly complex automated databases. Establishes, maintains and implements database security and data backup and recovery policies and procedures.
- Analyzes web based technology infrastructure and plans and implements web resources. Establishes and implements web design/development standards and procedures. Designs, develops, and implements web applications.
- Documents and analyzes highly complex business systems and processes. Identifies user needs. Designs, revises and implements automated systems. Develops and recommends user and/or unit policy and procedural changes.
- Installs, configures and maintains workstation hardware, software and peripheral equipment. Evaluates workstation support needs; plans and implements maintenance, upgrades and training programs. Resolves hardware/software problems.

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/administration, 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 establishing and maintaining computer system guidelines, standards and security protocols.
- Skill in managing projects.
- Skill in information technology strategic planning.
- Skill in directing the work of others.
- Ability to communicate effectively verbally and in writing.

Minimum Qualifications:

- Six 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/administration, business analysis and/or workstation/end user support; OR,
- Associate's degree in Information Technology or a related field AND 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

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design/development/administration, business analysis and/or 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