IT Infrastructure Support Analyst

Purpose of Class: Performs work in one or more of the following information technology areas: hardware and software support, network support, systems administration, research, procurement, and/or training.

Distinguishing Characteristics

  Level: Second in a series of four

  Work Direction Received: Works under general supervision

  Direction of Others: None

  Scope/nature of Discretion: Limited/General discretion; performs duties with some/moderate opportunity to exercise independence within broadly-defined policies and procedures

Examples of Duties

Hardware and Software Support
  • Assembles and tests equipment, including peripherals
  • Repairs equipment
  • Performs preventive maintenance
  • Conducts limited site inspection-review
  • Maintains hardware/software inventory
  • Determines hardware/software configuration requirements to satisfy client needs
  • Resolves hardware/software problems
  • Plans/oversees hardware/software installation
  • Provides assistance to clients on all hardware/software, including PC operations systems
  • Customizes software parameters
  • Assists with network help desk duties, including responding to calls and data entry

Network Support (Working independently, or, with guidance from a Senior)
  • Installs, maintains, repairs cabling
  • Troubleshoots data communication problems
  • Installs network components (e.g., hubs/cau/mau)
  • Monitors network performance
  • Maintains/repairs network components
  • Acts as vendor contact for maintenance/repair
  • Reviews systems logs
  • Assists with enforcement of Acceptable Use Policy
Examples of Duties (continued)

System Administration
- Performs system back-ups
- Maintains user access (ID authorizations)
- Plans and monitors system performance
- Recovers/rebuilds user files
- Monitors system performance
- Installs server hardware/software products on the server under direction
- Manages system disk space
- Distributes and manages client software via the network
- Troubleshoots and maintains network server hardware

Research
- Provides research on technical products on request
- Tests new hardware/software for possible deployment

Procurement
- Receives ordered hardware/software
- Assists with price quote information/product recommendations
- Evaluates vendor performance
- Acts as vendor contact for active orders

Training
- Provides informal training for small groups, mainly for software
- Recommends training topics
- Acts as client contact for computer-based training
- Assists in producing technical documentation for training

General
- Acts as liaison with hardware maintenance vendor
- Collects and summarizes network operation data
- Provides on-call support
- Travels as required
- Consults with clients on specific technical issues
- Provides mentoring and guidance on assigned tasks to other IT employees

Minimum Qualifications

Associate’s degree in a related field such as computer science, computer engineering, or management information systems. Any equivalent education and/or work experience may be substituted in order to meet the minimum qualifications of the position.

Knowledge and Abilities

Knowledge
- Computer hardware/software
- Applications and user systems
- Peripherals
Knowledge (continued)

- Computer assembly
- LAN inter-networking principles and protocols
- Computer systems theory
- Network application interfaces and theories
- Specification development and writing
- Electronic communications networks
- Telecommunications theory
- Distance communication systems
- Operating systems and utilities
- Equipment testing
- Hardware/software interfaces
- User needs analysis
- Data storage and security
- Agency rules/regulations and policies/procedures

Abilities

- Communicate, both orally and in writing, information/ideas to others
- Read, listen, and understand written/oral communication from others
- Reason deductively: apply general rules to specific problems to arrive at logical answers
- Reason inductively: combine separate pieces of information or specific answers to problems to form general rules or conclusions
- Efficiently shift back and forth between two or more activities/sources of information
- Install, maintain and repair cabling
- Troubleshoot data communication problems
- Provide assistance to end users
- Recognize and identify degree of similarities/differences between individual characteristics
- Concentrate without distraction while performing a task over a period of time
- 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 easily and skillfully to manipulate small objects rapidly and accurately in accordance with visual stimuli
- Train individuals who have minimum knowledge of computers
- Present information/train others
- Maintain systems documentation
- Inspect products
- Maintain/repair equipment
- Install hardware/software
- Effectively manage time