IT Infrastructure Support Analyst Lead

Purpose of Class: Performs as project/team leader and provides expert support as described below in one or more of the following IT areas: hardware and software support, network support, systems administration, research, procurement, and/or training; possesses a wide range of skills/technical knowledge as well as extensive interpersonal skills.

Distinguishing Characteristics

Level: Fourth in a series of four

Work Direction Received: Works under limited supervision

Direction of Others: Leads; provides direction to the work of lower-level employees

Scope/nature of Discretion: General/Delegated discretion; supervises and directs with moderate opportunity to exercise independence within broadly-defined policies and procedures; has authority to take required actions

Examples of Duties

Leadership
- Performs all duties of an Infrastructure Support Analyst Senior
- Acts as a project/team leader a majority of the time (e.g., coordinates work efforts; makes assignments; prepares project/work plan; monitors work progress, and prepares project progress reports)
- Directs and evaluates team accountability and team availability/leave actions
- Assigns tasks to team members

Hardware and Software Support
- Troubleshoots/maintains server hardware
- Installs/configures server software products
- Reviews/approves proposed hardware/software configuration recommendations
- Acts as vendor contact for PC hardware/software
- Recommends hardware/software replacement program

Network Support
- Plans and manages data communication network
- Responsible for network performance
- Establishes, implements, and maintains network security strategy and requirements
- Acts as vendor contact for LAN hardware/software
- Acts as point of contact with DAS/Office of the Chief Information Officer
Examples of Duties (continued)

System Administration
- Plans and manages servers and networked devices
- Establishes and implements server/client security
- Maintains server network operating system
- Establishes and maintains network/server policies/standards/guidelines
- Responsible for overall server performance
- Responsible for disaster recovery of network/servers
- Enforces Acceptable Use Policy

Research
- Investigates and prepares recommendations on new/emerging technology
- Participates on teams researching specific hardware/software technology
- Tests new hardware/software and makes recommendations on deployment
- Maintains current knowledge of IT direction and trends

Procurement
- Approves purchases
- Maintains hardware/software inventory system
- Recommends hardware/software standards

Training
- Provides informal technical training for infrastructure personnel
- Prepares training plan for individual infrastructure personnel
- Evaluates vendor IT training
- Provides consultation on general technical issues and possible solutions
- Identifies appropriate training opportunities for team members

General
- Provides technical support on application development tools
- Assists/supports preparation of IT plan/budget
- Prepares/makes formal presentations
- Communicates with management on IT issues/projects
- Ensures proper documentation is created/maintained
- Participates on cross-functional teams to represent IT issues and needs
- Represents Department at technical meetings
- Provides mentoring and guidance on assigned tasks to other IT employees
- Maintains regular and reliable attendance.

Minimum Qualifications

Bachelor’s degree in a related field such as computer science, computer engineering, or management information systems and three years of experience related to the essential functions of the position. 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
• 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
• Network planning, design, and evaluation
• Computer systems facilities, support design, and evaluation
• Operational needs regarding data communications
• Specification development and writing
• Hardware and software interfacing (i.e., peripheral drivers, print servers)
• Computer systems facilities and support design and evaluation
• Supervisory and project leader practices and 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
Abilities (continued)

- Maintain/repair equipment
- Install hardware/software
- Effectively manage time
- Manage material/financial resources
- Identify key causes, operational control, and downstream consequences
- Develop and implement solutions to problems
- Direct activities of professional technical staff
- Select equipment