

## IT Infrastructure Support Analyst Senior

**Purpose of Class:** Responsible for all phases of installation and maintenance on assigned computer applications; communicates with system users to determine systems needs; researches system enhancements; performs design and analysis of computer systems; responsible for security, policies/procedures, consultation, disaster recovery of network/servers, and communications with Agency management.

### Distinguishing Characteristics

**Level:** Third in a series of four

**Work Direction Received:** Works under general/limited supervision

**Direction of Others:** Guides/Oversees; may lead in providing work direction

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

### Examples of Duties

#### Hardware and Software support

- Troubleshoots/maintains server hardware
- Installs/configures server software products
- Reviews/approves proposed hardware/software configuration recommendations
- Recommends hardware/software replacement program
- Provides assistance to end users

#### Network Support

- Plans and manages data communication network
- Responsible for network performance
- Establishes, implements, and maintains network security strategy and requirements
- Acts as point of contact with DAS/Office of the Chief Information Officer
- Troubleshoots network problems
- Assists with enforcement of Acceptable Use Policy

#### 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

### **Examples of Duties (continued)**

#### 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

- Recommends purchases
- Maintains hardware/software inventory system
- Recommends hardware/software standards
- Compares vendor products and price quotes

#### 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

#### General

- Provides technical support and 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

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 two 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

Knowledge (continued)

- 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

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
- Manage material/financial resources
- Identify key causes, operational control, and downstream consequences
- Develop and implement solutions to problems