

Nebraska Department of Education  
Classification Specification

Established: 9/02 Revised: 6/~~07~~-14

Job Code: EDB122/EDR122/EDO122

Paygrade: 46

## 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 **area-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. Lesser degrees may be considered with increasing years of experience as follows:

Degree	Years of Work Experience Supporting Computer Networks
<del>Associate's degree in an unrelated area</del>	<del>2 years</del>
<del>High school diploma or equivalent</del>	<del>4 years</del>

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## Knowledge and Abilities

~~Applicants will be screened through written, oral, performance and/or other evaluations for the following:~~

### 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

### 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