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 area-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, supporting computer networks including installation, configuration, and troubleshooting of network server hardware, server...
software products, and workstations. Lesser degrees may be considered with increasing years of experience as follows:

<table>
<thead>
<tr>
<th>Degree</th>
<th>Years of Work Experience</th>
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</thead>
<tbody>
<tr>
<td>Bachelor's degree in an unrelated area</td>
<td>4 years</td>
</tr>
<tr>
<td>Associate's degree in a related area</td>
<td>6 years</td>
</tr>
<tr>
<td>Associate's degree in an unrelated area</td>
<td>8 years</td>
</tr>
<tr>
<td>High school diploma or equivalent</td>
<td>10 years</td>
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</tbody>
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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
- 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
Abilities (continued)

- 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
- 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