IT Analyst II – GTP 3

Positions at this level are considered entry level roles within the Analyst family providing Information Technology (IT) support and guidance in one of the multiple areas within the IT spectrum for example, networking/telecommunications, statistical/data analysis, web services, enterprise application software, database management, computer operating systems and hardware. Projects are normally smaller, are well defined with clear and limited scope as well as limited financial and organizational risk.

Typical Duties may include some or all of the following:
- Provides second level technical/application support (e.g., escalated level support for more complex issues though may still be dealing directly with clients providing expertise and guidance)
- Where possible, collaborates with CCS to ensure efforts are streamlined via system integration, compliance and support
- Assists senior staff with project management
- Provides guidance and assistance in the development or enhancement of IT processes related to research project needs
- Diagnoses and solves computer or network software and hardware problems
- Works directly with clients or other analysts to solve issues
- Liaises with support staff of software and hardware vendors
- Provides IT related training to all client levels from students to senior management
- Development or deployment of IT services and training workshops for new products
- Identifies and recommends anti-virus solutions for computers and servers
- Develops and programs database systems
- Participates in IT maintenance activities which includes ensuring stability, security and performance; updates and enhances products, systems, guidelines and procedures
- Performs debugging, testing, change control, and system monitoring
- Installs new releases or patches of vendor supplied software/firmware to existing systems
- Enhances and creates documentation and guides for software products
- Evaluates and coordinates releases of new versions of software to servers understanding client needs

Decision Making/Accountability: Follows specific instructions and well-defined IT precedents and procedures as guidelines for decision making.

Contacts/Interpersonal Skills: Contacts and interactions typically extend beyond associates within their work area and include all levels of clientele from students to senior management. May present/discuss ideas to resolve IT related issues.

Supervision Received: Incumbent makes day-to-day decisions based on general guidelines provided; consults with supervisor on decisions that deviate outside of general guidelines.

Supervision Exercised: Although not responsible for supervising or overseeing the work of others, this position may provide technical expertise and guidance to faculty, staff, and students.

Working Environment: Work may be performed in an office or field sites, with potential exposure to frequent interruptions and repetitive strain. May be required to work during off-hours, on-call and weekend shifts for system maintenance purposes.

Minimum Qualifications:
- Undergraduate degree in Computer Science with a minimum of 18 months related IT experience
- Or equivalent combination of education and experience (some roles may require more extensive experience or training in a particular area of IT)