IT Analyst III – GTP 4

Job Class Code: 101806

Positions at this level are considered to be mid-stream within the Analyst family and are fully operational in all aspects of the Information Technology (IT) spectrum including, networking/telecommunications, statistical/data analysis, web services, enterprise application software, database management, computer operating systems and hardware. This role would normally lead small to medium sized projects with variable degrees of scope, financial and organizational risk and is expected to carry out most duties with a high degree of independence.

Typical Duties may include some or all the following:

- Provides second and/or third 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 or final point escalation with the expectation of closure to a problem which, may be very complex requiring advanced expertise)
- Where possible, collaborates with CCS to ensure efforts are streamlined via system integration, compliance and support
- Assists and leads in the development and enhancement of IT guidelines, procedures and processes related to research projects
- Diagnoses and solves computer network software and hardware problems
- Provides technical support and solutions to complex and challenging problems that require technical expertise
- 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
- Works with other analysts or leads primarily small teams to develop or deploy a broad range of IT services
- Identifies and recommends anti-virus solutions for computers and servers
- Develops and programs database systems
- Participates in and may define changes to IT maintenance activities which includes ensuring stability, security, performance
- Updates and enhances products, systems, guidelines and procedures
- Installs new releases or patches of vendor supplied software/firmware to existing systems
- Develops project goals, deliverables and objectives for medium sized projects
- Determines project resources, tasks and timelines
- In conjunction with the supervisor or principle investigator, develops project milestones, phasing, assigns tasks and coordinates dependencies
- Reports to management on progress, results and is accountable for project success while being mindful of cost

Decision Making/Accountability: Independent judgement in providing expert technical support for a variety of IT solutions. Self-directed project management duties.

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. Requires appropriate tact to discuss problems, submit reports and make recommendations.

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: Oversees the work of other Analysts and related IT staff and may assign, check and maintain flow of work where procedures are standardized.

Working Environment: Work may be performed in an office or field sites, with potential exposure to frequent interruptions, repetitive strain and significant mental/visual concentration. 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 3-4 years of within large-scale, complex computing environments in multiple areas of the IT spectrum
- Or equivalent combination of education and experience (some roles may require more extensive experience or training in a particular area of IT)