

INFORMATION TECHNOLOGY CLIENT ANALYST 1

NATURE OF WORK: Under general supervision, performs full life cycle support of customer-facing technologies, including personal computing devices, peripherals, communication devices and associated operating systems and software applications in a complex, multi-agency environment in the Office of Technology of the Department of Administration. Provides experienced client technologies support by reporting, responding to, analyzing and resolving customer information technology problems and service requests. Ensures integrity, performance and reliability of a large variety of client computing devices. Works as an integral member of operational project teams to deliver large-scale equipment refresh, upgrade and migration projects. Provides a variety of information technology services to internal units and external customers in order to deliver services and specialized projects. Acquires a general understanding of customer's information technology business requirements. Work requires advanced problem solving and customer service capabilities. Must work cooperatively, productively and professionally in a team environment. May mentor Information Technology Technicians or Information Technology Associates. Employee may be required to achieve Office of Technology approved information technology certifications related to the assigned field within an established time period as a condition of employment or advancement. Travel to user work sites may be required. Performs related work as required.

DISTINGUISHING CHARACTERISTICS: This is the full-performance level in the Information Technology Client Analyst class series. In a complex, multi-agency environment, responsible for software, hardware and network troubleshooting and support and delivery of customer support services.

EXAMPLES OF WORK PERFORMED:

Communicates with customers to gain a full understanding of reported problems and service requests; documents problems and requests in call tracking system.

Analyzes information technology problems and service requests; determines appropriate resolution path.

Troubleshoots and restores technical service equipment operation by identifying, analyzing and diagnosing faults using established processes, checklists, scripts and diagnostic utilities.

Provides technical expertise, guidance and informal training to customers using hardware and software programs.

Configures, deploys, moves and modifies client computing devices to ensure proper assignment of resources to meet customer business requirements and comply with standardization requirements.

Complies with software licensing requirements and restrictions; complies with established security practices and procedures and promotes security awareness when necessary.

Maintains knowledge database and call tracking database to enhance quality of problem resolution; recommends procedures and controls for problem prevention.

Maintains an accurate on-line inventory of selected client assets, including user assignments for billing purposes.

Prioritizes and reports work through appropriate change, problem, asset and project management applications.

Coordinates work with outside service providers as necessary.
Serves as subject matter expert on projects and initiatives requiring client computing device expertise.
Provides assistance with server deployments and repairs as necessary; provides assistance with network and IP phone deployments and repairs as necessary.
Performs quality assurance testing on client computing devices to ensure usability, design standards, performance and functionality requirements of operating systems software applications are met prior to deployment.
Maintains knowledge of emerging client computing technologies.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of information technology systems, concepts and methods.
Knowledge of client computing devices, hardware, software and peripherals, including mobile and wireless devices.
Knowledge of IP telephone client devices.
Knowledge of LAN and WAN systems software and operations.
Knowledge information technology security principles and practices.
Knowledge of Windows server domains.
Knowledge of Problem Management Process.
Ability to use, diagnose and restore desktops, laptops, handhelds and other client computing devices.
Ability to effectively diagnose and resolve software, hardware and network connectivity problems.
Ability to understand the interrelationship between different information technology specialties.
Ability to work effectively in a team environment.
Ability to communicate effectively, orally and in writing.
Ability to explain information technology terms, concepts and operating processes to user with different levels of information technology understanding.

MINIMUM QUALIFICATIONS:

TRAINING: Bachelor's degree from a regionally accredited four-year college or university in computer science, computer information systems, information technology, computer engineering, electronics, network engineering or closely related field, OR, graduation from a standard high school or the equivalent, plus two WV Office of Technology approved information technology certifications.

EXPERIENCE: Two years of full-time or equivalent part-time paid experience installing, supporting and troubleshooting computer hardware, software and/or network connectivity.

NOTE: Acceptable information technology certifications include CompTIA's A+ or Network + Microsoft Certification, any cisco certification or any Help Desk Institute Certification.

Established: 5/15/2008

Revised: 8/25/2010, 11/27/2012

Effective: 11/27/2012