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INFORMATION TECHNOLOGY CLIENT ANALYST 2

NATURE OF WORK: Under limited supervision, performs advanced level, complex full life cycle management and support of customer-facing technologies, including personal computing devices, peripherals, communication devices, and supported software in complex, multi-agency environment in the Office of Technology with the Department of Administration. Provides advanced level client technologies support by reporting, responding to, analyzing and resolving customer's information technology problems and service requests. Ensures integrity, performance and reliability of a large variety of client computing devices. Responds to the more complex technical hardware and software problems utilizing a variety of diagnostic testing tools and techniques. Responsible for all types of customer service requests including those referred by lower level Analysts. Supports a wide range of systems running on various platforms and network topologies. Works as an integral member of operational project teams to deliver large scale equipment refresh, upgrade or migration projects. May serve as liaison between customer and the Office of Technology Customer Relationship Manager. Recommends changes in standard customer support procedures to enhance support operations. Researches, evaluates, analyzes and provides feedback on trends and patterns in customer support requirements. Evaluates and reports on new tools and trends in the customer support field; recommends purchase of new tools to improve delivery of customer support services. Must work effectively, productively and professionally in a team environment. May function as a lead analyst providing guidance and training to less experienced analysts. 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. Travels to user work sites may be required. Performs related work as required.

DISTINGUISHING CHARACTERISTICS: This is the advanced level in the Information Technology Client Analysts class series. Work differs from lower levels in the series by the complexity of the assigned service requests from a wide range of systems running on various platforms and network topologies. Researches and recommends improvements to problem management processes; recommends changes to established processes and procedures to enhance client support services. May function as a lead analyst. Accepts a greater scope of work on large scale operational project teams. Develops and delivers computer-based customer training.

EXAMPLES OF WORK PERFORMED:
Resolves complex and non-routine technical problems referred through the problem management process using diagnoses and fault isolation techniques.
Performs root cause analysis and develops troubleshooting checklists for previously undocumented problems.
Tests new hardware and software to determine scope of capabilities, accuracy of functions and level of user literacy required for system operation.
Performs certification and integration testing on new client technologies; develops and manages standard personal computer desktop images.
Performs analysis of operating environment including failure rates and sparing strategies.
Writes documentation for hardware and software applications.
Assists in the development and documentation of troubleshooting techniques, standard operating procedures and practices.

Provides full life cycle support for customer-facing devices, including personal computers, peripherals, IP phones, wireless and mobile computing devices, mobile radios and other client computing devices, and associated operating systems and software applications. Deploys, configures, moves and modifies client computing devices as required to ensure proper assignment of resources to meet customer business requirements and to comply with standardization requirements.

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

Analyzes problems and service requests; determines appropriate resolution path.

Provides technical advice, guidance and training to customers using various hardware and software programs.

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

Maintains knowledge database and call tracking database to enhance quality of problem resolutions.

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

Coordinates work with outside service providers and contractors as necessary.

Participates as a subject matter expert in projects and initiatives requiring client device expertise.

Assists with server deployments and repairs and network and telephony deployments as necessary.

Designs, creates and delivers computer-based training and presentation applications; proposes alternatives and solutions to the deployment and maintenance of course materials and training databases used to demonstrate the functionality of the application to internal and external customers.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:
Knowledge of information technology systems, concepts and methods.
Knowledge of the interrelationship between different information technology specialties.
Knowledge of server, networking, telecommunications and security technologies, principles and practices.
Knowledge of personal computer/LAN/WAN communications hardware and software in a multi-protocol environment.
Knowledge of Windows server domains in the supported environment.
Knowledge of Problem Management Process.
Knowledge of project management principles and practices.
Ability to use advanced troubleshooting and diagnostic techniques in a complex information technology environment.
Ability to use MS Office Suite of Products.
Ability to use service delivery software and tools including problem management and network management software.
Ability to communicate effectively, orally and in writing.
Ability to conduct quality assurance testing and documentation.
Ability to use various electronic test equipment.
Ability to work effectively in a team environment.

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: Four 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 +, and any Microsoft Certification, any Cisco Certification or any Help Desk Institute Certification.

Established: 5/15/2008
Revised: 11/27/2012
Effective: 11/27/2012