

**INFORMATION TECHNOLOGY CLIENT ANALYST 3**

**NATURE OF WORK:** Under limited supervision, performs expert level full life cycle management and support of customer-facing technologies, including personal computing devices, peripherals, communication devices, and supported software in a complex, multi-agency environment in Office of Technology of the Department of Administration. Provides expert 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 most complex technical hardware and software problems using various diagnostic utilities and techniques. As a lead analyst, responsible for resolving customer service requests referred from lower level analyst through the Problem Management Process. Leads a distinct segment of an operational project team to deliver large scale equipment refresh, upgrade and migration projects. Supports a wide range of systems running on multiple platforms and various network topologies. Identifies and analyzes complex problems and customer service requests using fault isolation and structured problem resolution techniques; consults with systems analysts, network administrators, application developers and security specialists in problem resolution and prevention. Researches, evaluates and analyzes problem trends and patterns in customer support requirements; develops and recommends changes in customer support procedures and techniques. Participates in the planning and delivery of the full range of customer support services in a complex, multi-agency environment. Assists management in developing client service strategies and roadmaps and participates in the development of requests for proposals (RFP's) and requests for quotations (RFQ's). Must work effectively, productively and professionally in a team environment. Researches industry trends in new and emerging technologies. Travels to user work sites may be required. Performs related work as required.

**DISTINGUISHING CHARACTERISTICS:** This is the expert level in the Information Technology Client Analyst class series. Typically, employees at this level work in a lead capacity overseeing the work of lower level analysts or other information technology employees. Assignments typically include the most complex information technology hardware, software and networking problems and service requests. Assists management in the development of new problem resolution procedures and techniques and in development of purchasing documents for information technology acquisitions. Functions as contact on internal escalation of complex and advanced customer service problems.

**EXAMPLES OF WORK PERFORMED:**

Provides full life cycle support for customer-facing computing devices, including personal computers, selected peripherals, telephones, mobile radios and other client devices.

Serves as team lead for other information technology analyst and others.

Assists in revising processes and procedures for troubleshooting and restoring services and equipment functionality by reviewing fault isolation and other troubleshooting techniques of subordinate personnel.

Typically analyzes and responds to the most complex and advanced problem and customer service requests.

Deploys, configures, moves and modifies client computing devices to ensure proper assignment of resources to meet customer business objectives and comply with technology standardization requirements.

Assists management in developing customer service strategies and roadmaps and participates in the development of requests for proposals and requests for quotations related to information technology acquisitions.

Maintains an accurate online 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 and contractors.

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

Coordinates certification and integration testing on new client technologies; develops and manages standard desktop images.

Performs analysis of operating environment including failure rates and sparing strategies.

Performs and coordinates quality assurance testing to ensure all software and system applications meet usability, design standards, performance and functionality requirements prior to release.

Designs, creates and delivers computer-based training and presentations of applications; leads team in the development and maintenance of course materials and training databases to demonstrate functionality of the application to internal and external customers.

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

Determines appropriate resolution path resolve problems and service requests.

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

Performs quality assurance testing on client 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 device hardware, peripherals and software, including mobile and wireless devices.

Knowledge of PC/LAN communications hardware/software and network management software in a multi-protocol environment.

Knowledge of wired and wireless networks, Windows-based servers and telephony services.

Knowledge of LAN and WAN principles.

Knowledge of hardware and software required to support company-standard client devices and applications.

Knowledge of information technology security principles and practices.

Knowledge of MS Office Suite applications.

Ability to analyze and troubleshoot client computing problems and service requests.

Ability to use fault isolation and diagnostics in resolving complex hardware, software and networking problems.

Ability to various types of electronic test equipment.  
Ability to use various service delivery software and tools.  
Ability to apply project management principles.  
Ability to communicate effectively, orally and in writing.

**MINIMUM REQUIREMENTS:**

**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:** Six 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'A+ or Network + and any Microsoft Certification, any Ciscoco Certification or any Help Desk Institute Certification.

Established: 5/15/2008

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

Effective: 11/27/2012