**Class Summary**

The Technology Services Analyst provides first-level support for technical inquiries and second-level support where there is a well-defined knowledge base approved by management; troubleshoots software and hardware issues through phone queues and on-site workstations; identifies and escalates emerging issues; maintains the knowledge base in the ticketing system application and updates and documents ticket information in the pursuit of timely issue resolution; and may participate on an internal improvement project or project team.

**Distinguishing Characteristics**

This is the first level in a two-level classification series. This classification is distinguished from the Technology Services Analyst – Senior classification in that the incumbent in the Technology Services Analyst – Senior is working on assigned internal improvement projects and/or recurring issues affecting multiple customers and prioritizing and leading responses to production and operational interruptions/incidents.

**Examples of Duties**

1. Monitor phone queues, administer accurate and timely ticket intake, troubleshoot, and resolve first-level end-user issues and second-level issues where there’s a defined knowledge base, and assist customers with general technical questions.
2. Diagnose and resolve end-user workstation, mobile device, printer, software, and peripheral problems on a variety of systems both on-site and remotely; escalates as needed.
3. Perform on-boarding and off-boarding of hardware; administer computer accounts and maintain hardware inventory; and image computer hardware.
4. Install approved published applications.
5. Troubleshoot wired and wireless connectivity problems for the device.
6. For end-user devices, maintain security and antivirus protection, encryption, data backup, and recovery.
7. Contribute to the development, presentation, and maintenance of documentation.
8. Participate in cross-training and cross-team collaboration.
9. May participate on Security and Major Incidents.
10. Assist less experienced team members.
11. Perform other duties as assigned. Perform other duties as assigned.

**Knowledge/Skills**

Ability to effectively engage in and sustain relationships with people from diverse cultures and socio-economic backgrounds

Ability to work independently and as a team member

Demonstrated proficiency with business applications, such as Microsoft Office suite

**Education and Experience Requirements**

Any combination of education and experience that clearly demonstrates the ability to perform the job duties of the position

**Licensing, Certification and Other Requirements**

Some licenses, certifications and other requirements determined to be necessary to meet the business needs of the employing unit may be required

|  |  |
| --- | --- |
| **FLSA Designation** | Non-Exempt |
| **Service Status** | Career Service  |
| **EEO Code** | 2 |
| **Levels within same series** | Technology Services Analyst, Technology Services Analyst - Senior |
| **Class History** | 01/2024 - Created |