

**ROWAN COUNTY
HUMAN RESOURCES**

JOB DESCRIPTION

Job Title : Technology Support Analyst
Department : Information Systems
Revised : August 2015

Class : Technician
FLSA : Non-exempt

This job description supersedes any prior description for the Technology Support Analyst classification.

GENERAL DESCRIPTION

Analytical work providing consultation, support, troubleshooting, and/or training to clients of computer or other technology-based systems. Employees may provide technical support of hardware, applications, operating systems, and networking. Employees may participate in system integration and network analysis activities. Work is performed independently and under the supervision of the Client Support Coordinator who reviews work through observation and periodic conferences.

ESSENTIAL JOB FUNCTIONS (Any one position may not include all of the duties listed, nor do the listed examples include all tasks which may be found in positions of this class.)

Provides both routine and non-routine support for a broad range of information related technologies; provides in-depth support for a more narrowly defined area of technology.

Communicates with and supports departmental end users on complex software applications.

Upgrades computers and printers and integrates them with new technologies.

Upgrades operating systems by imaging and tailoring unique settings.

Installs and maintains network and software applications and assists in the repair of software and hardware malfunctions.

Provides training and education to users on the use of computers and related software.

Evaluates, installs, and tests computer systems and networks.

OTHER JOB FUNCTIONS

Keeps current on the changing technology in the microcomputer field.

Participates in and aids in project-based assignments.

Performs related duties as required.

Management reserves the right to add or amend duties at any time.

KNOWLEDGE, SKILLS, AND ABILITIES

Broad knowledge and understanding of a wide variety of technologies to effectively support employees' technical needs.

Considerable knowledge of the capabilities and operation of microcomputers, system software, and networks and their limitations.

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Considerable knowledge of the techniques used in installing microcomputer hardware and software.

General knowledge of computer principals, techniques, operating systems, and available software packages.

General knowledge of techniques used in computer system design and implementation.

Knowledge and understanding of basic troubleshooting techniques and principles.

Ability to use a wide variety of technical resources.

Ability to work independently on routine non-complex tasks.

Ability to maintain standards and compatibility of system software.

Ability to analyze and provide solutions for computer hardware and software problems.

Ability to install and configure computer hardware, software, and peripheral equipment.

Skill in and ability to communicate effectively, both orally and in writing, and to maintain effective working relationships with other employees.

PHYSICAL REQUIREMENTS

The work in this class is primarily sedentary in nature. Physical requirements include sitting for extended periods of time, walking, bending, stooping, and lifting approximately 35 lbs. or less. Work may include extended periods of time viewing a computer video monitor or operating a keyboard. Work may include operation of a motor vehicle. Employee may be exposed to hazardous materials.

EXPOSURE CONTROL

Work activity does not entail predictable or unpredictable exposure to blood or body fluids.

MINIMUM EXPERIENCE AND TRAINING

Bachelor's Degree from an accredited college or university in Computer Science, Computer Information Systems, or other relevant area; or an Associate's Degree from an accredited college or university in Computer Science, Computer Information Systems, or related technical area and two years of experience in the information technology field including computer hardware and software installation, troubleshooting and repair, and network connectivity. A valid driver's license is required.

**This job description does not create an employment contract,
implied or otherwise.**