

**ROWAN COUNTY
HUMAN RESOURCES**

JOB DESCRIPTION

Job Title : Client Analyst
Department: Information Technology
Revised : May 2019

Class : Professional
FLSA : Exempt

This job description supersedes any prior description for the Client Analyst classification.

GENERAL DESCRIPTION

Analytical work providing a variety of complex duties related to the configuration, maintenance, and utilization of server based computing and remote application connectivity solutions. Typical duties include configuring and maintaining operating systems, remote application connectivity technologies, and related core infrastructure technologies, services, and applications by utilizing knowledge of Citrix and other remote application connectivity solutions. Work is performed independently and under the supervision of the Network Manager 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).

Maintains operating systems by performing tasks such as analyzing current systems and recommending adjustments and/or new systems to improve operating activities.

Evaluates, tests, designs, and documents configurations and dependencies for all new software desktop products.

Implements technology in accordance with change management procedures.

Provides technical troubleshooting and support for the remote application connectivity environment by performing tasks such as standardized building, scheduled changes, tuning and maintenance, analyzing and diagnosing problems.

Identifies unresolved issues and escalates to the Network Manager, following established problem management and change management processes.

Verifies all incidences are logged by methods such as reviewing system automated alerts for priority assignment, logs incidents and resolves or escalates to the Network Manager.

Performs performance monitoring and reporting as related to the remote connectivity environment by performing tasks such as running vendor supplied utilities to observe and record performance and utilization statistics.

Implements system upgrades and system tuning to ensure maximum performance and stability of remote connectivity environment.

Develops and maintains system documentation by performing tasks such as the online creation of standardized documentation which describes in detail the server configuration and image standards used, in addition to the creation and maintenance of software installation instructions.

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Performs a variety of duties related to software distribution by performing tasks such as packaging and distributing platform and software updates, including operating system and infrastructure technology application patches, fixes and drivers.

Performs a variety of duties related to application servers by performing tasks such as configuring, optimizing and maintaining business and / or application servers.

Resolves level two issues and provides technical expertise to IT staff and users.

Escalates level three problems to the Network Manager.

OTHER JOB FUNCTIONS

Serves "on-call" on a rotating basis for after-hours systems problems.

Keeps current on the changing technology in the technology field.

Performs related duties as required.

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

KNOWLEDGE, SKILL, 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 operating systems and software.

Considerable knowledge of the techniques used in installing software.

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.

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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 is not substantially exposed to adverse environmental conditions or hazardous materials.

EXPOSURE CONTROL

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

MINIMUM EXPERIENCE AND TRAINING

A Bachelor's Degree from an accredited college or university in Computer Information Systems, Computer Technology, Computer Science, or related area and two years of experience involving installation of personal computer hardware and software; or an Associate's Degree from an accredited college or university in Computer Information Systems, Computer Technology, Computer Science, or related field and four years of related experience; or an equivalent combination of education and experience. A valid driver's license is required. A full criminal background check is required due to the nature of the systems supported in this role.

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