ROWAN COUNTY
HUMAN RESOURCES

JOB DESCRIPTION

Job Title   : Technology Support Analyst I   **Class** : Technician
Department : Information Technology   **FLSA** : Non-exempt
Revised   : October 2022

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

GENERAL DESCRIPTION

Analytical work providing front-line primary support, troubleshooting, and guidance to users experiencing technical issues relating to computer hardware, software, and peripherals. Will be responsible for responding to, documenting and resolving service tickets in a timely manner. Work is performed independently and under the supervision of the Infrastructure Manager who review 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 local and remote support to users on installation, maintenance, and technical issues to ensure their system(s) are functioning properly.

Provides immediate customer support for urgent or emergency type issues.

Installs operating systems by imaging and tailoring unique settings.

Documents and logs all work done with great detail in ticketing system for each issue.

Assists in creating technical documents and KBs.

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

Escalates to level 2 analysts as needed.

OTHER JOB FUNCTIONS

Keeps current on the changing technology in the computer 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 computers and system software.

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

Knowledge and understanding of basic troubleshooting techniques and principles.

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 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

Associate's Degree in Computer Science, Computer Information Systems, or related technical area; or an equivalent combination of education and work experience.   Degree/coursework must be from an appropriately accredited institution. A valid driver's license is required.

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