

**ROWAN COUNTY
HUMAN RESOURCES**

JOB DESCRIPTION

Job Title : Technology Support Analyst II
Department : Information Technology
Revised : October 2022

Class : Technician
FLSA : Non-exempt

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

GENERAL DESCRIPTION

Analytical work providing front-line and tier 2 technical support to end users on various technical issues and problems relating to hardware, software, and peripherals. Employees may participate in system and software integration. Work is performed independently and under the supervision of the Infrastructure 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.)

Analyzes user problems related to desktop, network and applications and apply a full range of corrective actions.

Acts as a technical resource to end users and troubleshoots, diagnoses and resolves moderately complex hardware, software and network connectivity problems, including problems not covered by established procedures.

Identifies trends in the reported problem calls and implements improvements.

Leads small hardware and software installation and upgrade projects and participates in large and / or complex projects with general direction.

Installs operating systems by imaging and tailoring unique settings.

Provides training and education to users on the use of computers, software and best practices.

Creates technical documents and KBs.

Develops training material and resources.

Assists level 1 analysts with escalated issues.

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

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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 software.

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

Knowledge and understanding of more advanced 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.

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 and two years of experience in the information technology field including computer hardware and software installation, troubleshooting and repair, and network connectivity; 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.**