



Job Description

IT Software Support Analyst

JD: G2211
Pay Grade: G09

Employment Status: Full-Time

FLSA Status: Exempt

Experience Required: Minimum three (3) years' experience in maintaining and troubleshooting software systems, and the associated data of those systems is preferred.

Minimum Education Requirements: Bachelor's Degree in related field is required.

Direct Supervisor: Director of Information Technology

Supervisory Responsibility: Direct (0); Indirect (0)

Primary Work Location: Office Setting.

Job Summary: This position is responsible for the installation, maintenance, updating, and documentation and support of the various College software systems. Working with the IT Department to determine the computing needs and translating them into system specifications. Working with the userbase to deploy, troubleshoot, and resolve any issues with the software. Assisting users with report customization, system utilization, and deploying new features of a software system. Acting as a liaison between users and software vendors to resolve problems. Working with users to develop automation/time savings solutions to realize efficiencies.

Essential Job Functions

An employee in this position may be called upon to do any or all of the following essential duties:

- Work with, maintain and develop efficiencies for any of the Colleges software systems.
- Troubleshoot and work with our technical partners to resolve software issues.
- Utilize the Help Desk system to capture, record, track, and respond to requests for hardware and software support services from the College user community in accordance with IT Help Desk procedures.
- Provide user operational support, including troubleshooting and resolving hardware and software problems.
- Provide instructional support to students and the College user community in the operation of computer technology at the College, providing training or written documentation where required.
- Install, configure, and maintain software applications College-wide in compliance with software licensing agreements.
- Assist with the planning, design, research and acquisition of new or upgraded computer software.
- Maintain current knowledge of hardware and software technology and recommend modifications, as necessary to the Director of Information Technology.
- Maintain complete and up-to-date documentation relating to software installation, configuration, and maintenance and software license compliance.
- Assist in the development and maintenance of procedures to support IT policies.
- Train the IT team member designated as the backup to this position.
- Effectively perform as a member of the team in carrying out the College's Mission Statement.



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- Performs other related duties as assigned in accordance with qualifications.

Essential Functions, Qualifications, Knowledge, Skills, and Abilities (KSA's) for Employment

An employee in this class must have the following knowledge, skills, and abilities upon application:

Knowledge

- Microsoft Windows Operating Systems, Microsoft Office software.
- PC hardware, and computer peripherals.
- Help Desk operations.
- Experience with report writing systems such as SSRS, Crystal Report, InfoMaker is a plus
- Experience with SQL is a plus
- Experience with programming languages such as C, C++, C#, HTML, XML is a plus

Skills

- Excellent technical skills.
- Strong customer service orientation.
- Strong written and oral communications and relational skills.
- Strong organizational skills with attention to detail documentation.
- Strong troubleshooting skills with attention to assisting the user-base.

Abilities

- Operate a Help Desk computer-based system for effectively responding to user requests for services and related problem resolution.
- Analyze and resolve computer hardware and software operating problems.
- Work effectively with administrators, faculty and staff in academic and administrative functions.
- Effectively organize and manage multiple tasks.
- Work independently, exercise initiative, and follow through to completion of assigned tasks.
- Lead software deployment projects under the guidance of the Director of Information Technology.
- Ability to learn and troubleshoot new technologies, systems and platforms.
- Understanding of relational databases.
- Accurately document steps to recreate software issues, and escalate to the software vendor.
- Solving non-routine and complex software problems.
- Conduct computer software-related training.
- Working effectively in a team environment.
- Mentally analyze a situation, solve problems, and make decisions under pressure in area of responsibility.



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**This position description is a general guideline for work behavior and is not intended to be a comprehensive listing of all job duties. Therefore, it is also not, nor can it be implied to be, a contract of employment.



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Signatures / Date

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

Check the appropriate box, fill in the needed accommodations, if required, then sign and date.

- I have read and understand this job description and acknowledge that I am able to complete the essential functions of my job without accommodations.
- I have read and understand this job description and I would require the following reasonable accommodations to fulfill the essential functions of this job:

Employee Signature

Date

Supervisor Signature

Date

Human Resources

Date