

The University of Akron
Classification Specification

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| Job Title: | Sr Technology Support Analyst | Job Code: | T43482 |
| Job Function: | Staff | Grade: | 219 |
| Job Family: | Classified | FLSA: | Non-Exempt |
| SOC Description: | 3000 Information Technology Division | Date: | 1/04;11/01;7/00 |

Job Summary:

Provide software application support to the campus community. Install and maintain computer hardware and software in all general purpose labs, departmental computer labs, and the Technology Learning Support Center. Provide first level support for UNIX, web pages, listserv, and all academic support functions. Evaluate new technology and make recommendations to enhance the University's computing environment.

Essential Functions:

50% Provide first and second level technical support to general purpose and departmental computer labs. Provide advisement and assistance in the problem solving process to troubleshoot computer lab problems and resolve software conflicts. Author problems and solutions for internal knowledgebase.

15% Install, maintain and upgrade the University's general purpose labs. Install, configures, and tests PC applications, operating systems, network connections, and documents all policies and procedures.

10% Provide back up support for Support Desk staff. Troubleshoot computer related issues over the phone. Open service tickets within the work order system to escalate issues to proper support groups on campus.

10% Collaborate with departmental computer lab support staff to provide planning, installation and maintenance of hardware and software. Provide technical assistance to departmental computer support staff.

10% Provide support to faculty, staff and students at the walk-in support center regarding computer systems applications in the computing environment.

5% Maintain knowledge of current computer technology. Study new software and computer related issues for the purpose of sharing information with the department and promoting professional improvement.

Education:

Requires 18 months of education or training beyond high school.

Licenses/Certifications/Requirements:

Application software and/or networking certification.

Experience:

Requires a minimum of 4 years experience in computer programming, networking, internet usage, operating systems, software applications, microcomputers, hardware and software installation. Strong communication, problem solving, and technical writing skills required. Ability to adapt to new computer technology and perform various troubleshooting and managerial duties required.

Leadership:

Functional guidance over nonexempt staff including general scheduling, assigning tasks and monitoring work activities.

Physical Requirements:

Light physical effort required involving stooping and bending; individual has limited discretion about walking, standing, etc.; occasionally lifting of lightweight objects (up to 25 lbs.).

Working Conditions:

Standard working environment with possible minor inconveniences due to occasional noise, crowded working conditions and/or minor heating/cooling or ventilation problems. Near continuous use (>70% of the time) of a video display terminal.

The intent of this classification specification is to provide a representative summary of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description. The University requires that all University employees whose assigned duties include some involvement with The University of Akron's intercollegiate athletics program, comply with all relevant NCAA Bylaws in performing their work.