



## **CLASSIFICATION DESCRIPTION**

**TITLE: IT SUPPORT ANALYST 1**

**JOB CODE: 14 (Exempt)**

## **GENERAL DESCRIPTION OF DUTIES**

Under executive direction, the purpose of the position is to perform highly skilled technical work in broad scale systems analysis, design and management for major installations and/or support systems of the City. Employees in this classification are responsible for providing technical support of network systems, applications, servers, desktop hardware and peripheral equipment, and Operating Systems City wide in processing automated data management functions. Performs responsible professional, technical duties with responsibility implementing and maintaining the City's technical infrastructure systems. Performs design and configuration functions as needed. General responsibilities include implementation of new and/or enhanced service offerings, adhering to policies and procedures to ensure the continued reliability and effectiveness of network and desktop systems, and providing technical support to City departments.

## **SPECIFIC DUTIES AND RESPONSIBILITIES**

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Work directly with customers, either face-to-face or over the phone, to provide services and help resolve issues with, including but not limited to, computing hardware, software, network, printers, phones, 800 Mhz radios issues.
- Repair, install and configure computer hardware operating systems and applications.
- Troubleshoot system and network problems, diagnosing and solving hardware or software faults.
- Provide support, including procedural documentation and relevant reports.
- Capture and document the details of an issue and troubleshooting steps taken to escalate the issue or document the resolution; use a ticketing system to track and manage requests.
- Setup new user profiles and deal with password issues.
- Respond within agreed time limits to call-outs.
- Prioritize and manage many open cases at one time.
- Setup meetings.
- Collect detailed information to categorize request in order to determine method of resolution.
- Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.

- Train users in the proper use of hardware or software.
- Refer major hardware or software problems or defective products to vendors or tier 2 technicians for service.
- Interact with peers and Tier 2 teams for knowledge sharing, research, and updates.
- Ability to learn other hardware and software as they become pertinent to the business needs.
- Proactively identify potential issues in the enterprise environment; alert incident management and peers as appropriate.
- Must possess ability to work under pressure.
- Must possess ability to multi-task.
- Ability to prioritize workloads.

### **MINIMUM TRAINING AND EXPERIENCE**

Associate's Degree in Management Information Systems, Computer Technology, Computer Science or related field; supplemented by three (3) years progressively knowledgeable and skilled experience in computer, peripheral and software/hardware operations and repairs or equivalent combination of education, training and experience.

### **LICENSES, CERTIFICATIONS OR REGISTRATIONS**

Must possess and maintain a valid Florida Driver's License.  
Reference Certification Master List for eligible certification pay.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to effectively plan for and use technical and staff resources.
- Knowledge of the methods, tools, and techniques applied to systems analysis, evaluation and design for existing or new support systems in complex multi-platform networked environments.
- Knowledge of the principles, practices, and application of network design, utilizing Cisco equipment; LAN/WAN Switching; and infrastructure architectures including Ethernet, Gigabit Ethernet, and Fiber Channel.
- Knowledge of the principles, practices, and application of Windows server/advanced server, SQL server (standard and enterprise), Exchange messaging server, and VMWare.
- Knowledge of the various technical disciplines of the industry, e.g., web management, database management, voice and data network administration, security administration.
- Knowledge of the body of available and current information resources applicable to the department's functions for technical research and development purposes.
- Knowledge of various current technologies relevant to existing applications and/or upcoming installations, e.g., Microsoft technologies; report writers; relational databases; programming/scripting languages; web, server, and voice/data network technologies.
- Skill in reading and interpreting technical and trade journals, industry specific periodicals,

product/manufacturer specifications, and related technical information data.

- Knowledge of the operations and practices of local government.
- Ability to evaluate operational performance and implement changes; knowledge of project management techniques.
- Ability to evaluate, diagnose and develop solutions to potential and real operational and system deficiencies to ensure continued and non-disrupted service to system users.
- Ability to utilize personal computers, standard office equipment and standard software applications, e.g., word processors, database software, spreadsheet applications.
- Ability to establish and maintain effective working relationships with employees, division and department heads, public/private sector contacts, and City administration.
- Ability to organize work, establish priorities, meet established deadlines, and follow up on assignments with a minimum of direction.

### **PHYSICAL REQUIREMENTS**

- While performing the essential functions of this job the employee is regularly required to stand, walk, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, and lift and/or move up to 25 pounds.
- While performing the essential functions of this position the employee is rarely exposed to disagreeable environmental factors.

The City of Palm Coast, Florida is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, The City of Palm Coast, Florida will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.