



Position Description

PCN	08-X037
POSITION TITLE	IT ANALYST/PROGRAM SUPPORT
LOCATION	ANCHORAGE
RANGE	18
REPORTS TO	IT SYSTEMS MANAGER 08-0401
FLSA EXEMPT	No
REVIEWED BY (NAME AND DATE)	TERENCE CATO DEC 2017
APPROVED BY (NAME AND DATE)	LINDA SENN DEC 2017
EFFECTIVE DATE	12/12/17

POSITION PURPOSE:

This position is responsible for Windows desktop and server administration and the development and maintenance of AIDEA's and AEA's websites, including SharePoint pages. Also provide help desk support for AIDEA and AEA staff; provide administration related to Windows servers and SQL systems. Work closely with MIS Administrator to provide project management support and recommendations related to development of information systems. Approximately 80% of time will be spent performing system administration/help desk and 20% web development and maintenance.

This position will take day to day direction from the MIS Administrator and IT Systems Manager.

ESSENTIAL FUNCTIONS:

- Develops and maintains AIDEA and AEA webpages and Sharepoint pages. Work may include:
 - Advising program and project staff on layout recommendations for pages.
 - Designing and leading development of enhancements to AIDEA / AEA Web sites and its sub-systems directly or through contract support staff.
 - Developing specifications for Website enhancements.
 - Performing complicated programming website development tasks.
 - Set up and maintain SharePoint sites including implementing enhancements and maintaining security.
- Monitors and develops the MIS system and Network structure as needed.
- Determines feasibility and provides cost/benefit analyses for workstation enhancements, modifications or research systems for staff.
- Sets up desktop computer systems for staff.
- Provides help-desk support to answer questions and trouble shoot computer hardware and software problems encountered by the user.
- Installs network based software and provides recovery of damaged data files.
- Assists with installation of network based software and recovery of damaged data files.
- Provides software training to individuals or groups; controls access to information and users' ability to edit files.
- Assists in managing AIDEA and AEA's VOIP system. Assist in adding or changing programming to the Cisco phone network using the Cisco Call manager.
- Provides backup for MIS Administrator and other staff.

PHYSICAL REQUIREMENTS AND POTENTIAL HAZARDS:

While performing the duties of this job, the employee is frequently required to sit; use hands or fingers; handle or feel; talk and hear. The employee is occasionally required to reach with hands and arms. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

TECHNOLOGY, EQUIPMENT, SYSTEMS, AND TOOLS

Requires advanced skills in word processing, database software, email and general office equipment.

CRITICAL KNOWLEDGE, SKILLS, AND ABILITIES:

- Expertise in the programming languages used in development and maintenance of IIS Websites and SharePoint sites using, DNN, WordPress, HTML, Adobe CS5 suite, C, Visual Basic, SQL script, and etc. Knowledge of hypertext mark-up language (HTML), Internet editors, and file transfer protocol (FTP) used to develop and publish Internet pages and sites.
- Expertise in the software products and tools available to maintain and support Microsoft Workstations and Microsoft Servers in a Domain / Active Directory Environment (such as Backup Exec, Symantec Antivirus, TCP/IP, Barracuda Spam Appliance, Watch-guard Firewalls and etc.)
- Expertise of all Microsoft SQL functionality. (Such as SQL Backups and SQL / Windows Security).
- Knowledge of Microsoft Operating systems, TCP/IP Switched Networks, SQL, Web Servers, Firewall software, DHCP, DNS, LDAP/Active Directory, and Script writing.
- Knowledge of the principles of web design, techniques used to design web page layout, illustrations and Internet publication.
- Considerable knowledge of Windows based computer systems, commonly used software applications, operating system and hardware. Specifically, MS Office 2016 product suite, Word, Powerpoint, Excel, Access, Outlook.
- Skills in troubleshooting techniques for Windows based computer systems and their peripherals, how application software is affected by the operating environment;
- General knowledge of PC and server hardware and techniques used to troubleshoot; install and remove interface cards, processors, and memory chips; and diagnostic software for PC's and networks.
- General knowledge of 2012 Data Center Server with Hyper V fail-over cluster.
- Superior customer service and support skills. Skills and patience in providing user support to staff members with minimal to basic understanding of computer systems and software
- Ability to analyze basic technical problems or situations and apply logical problem determination skills to develop effective solutions. This includes assessing the impact of proposed changes and selecting the most appropriate solution to a given problem.
- Ability to establish and maintain cooperative relationships with and convey precise, understandable information to management, agency staff, vendors, and other data processing staff both orally and in writing.
- Ability to work as a team member to provide IT support to staff and co-workers
- Ability to reason logically and accurately; and draw valid conclusions;
- Ability to maintain current knowledge of evolving trends of the information industry.
- Ability to function effectively in crisis situations and under pressure.
- Ability to define and document the steps needed to organize and complete a project.

DESIRED QUALIFICATIONS:

A bachelor's degree in Computer Science, Management Information Systems, Information Technology, Mathematics, or a closely related field.

OR

An associate's degree in Computer Science, Management Information Systems, Information Technology, Mathematics, or a closely related field **AND** two years of computer programming experience in a recognized programming language.

OR

A Certified Professional (MCP), Adobe Certified Expert (ACE), Cisco Certified Network Associate (CCNA) qualification or other relevant certification **AND** one year of computer programming experience in form, business application, web application, database, or report development.

OR

Three years of computer programming experience in a recognized programming language, one year of which **MUST** be in form, business application, web application, database, or report development.