



## Position Description

<b>PCN</b>	<b>21-7015</b>
<b>POSITION TITLE</b>	<b>IT ANALYST/NETWORK SUPPORT</b>
<b>LOCATION</b>	<b>ANCHORAGE</b>
<b>RANGE</b>	<b>16/18</b>
<b>REPORTS TO</b>	<b>IT DIRECTOR (08-0401)</b>
<b>FLSA EXEMPT</b>	<b>No</b>
<b>REVIEWED BY (NAME AND DATE)</b>	<b>ROBERT HAWKINS      JUNE 2024</b>
<b>APPROVED BY (NAME AND DATE)</b>	<b>ASHLEY HARRIS      JUNE 2024</b>
<b>EFFECTIVE DATE</b>	<b>6/3/2024</b>

### Position Purpose:

This position is responsible for supporting the IT needs of AIDEA and AEA by providing basic (Tier 1) helpdesk support including new user provisioning and setup, device/equipment inventory, office move support, end user training, assistance with documentation requirements, and various department projects.

### Essential Functions:

- Provide Tier 1 helpdesk support to answer questions and troubleshoot computer hardware and software problems encountered by end users via phone, email, or in person
- Create new user provisioning, computer configuration/installation, and provide user training as needed
- Maintain hardware refresh list and equipment inventory
- Complete weekly backup tape rotation
- Complete minor change requests for supported software and hardware systems (such as Exchange, SharePoint, DNN, Dell, Konica Minolta, Cisco VOIP, Barracuda, WatchGuard, Adobe, Microsoft Teams, Veritas, and/or custom built web portals)
- Assist with data recovery of damaged data files
- Provide software training to individuals or groups
- Assist in management of annual renewals for supported software
- Other duties as assigned

### 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.

### Critical Knowledge, Skills, and abilities:

- Superior customer service and support skills. Skills and patience in providing support to staff with basic understanding of computer systems and software.

- Considerable knowledge of Windows based computer systems, commonly used software applications, operating systems, and hardware.
- Considerable knowledge in software products and tools available to maintain and support workstations in a Domain/Active Directory Environment
- Considerable knowledge of TCP/IP Switched Networks, DHCP, DNS, LDAP/Active Directory, and script writing.
- Skilled in troubleshooting techniques for Windows based computer systems and their peripherals and knowledge of how application software is affected by the operating environment.
- Knowledge of PC hardware and techniques used to troubleshoot; install and remove interface cards, processors, and memory chips; and diagnostic software.
- Ability to analyze basic technical problems or situations and apply logical problem-solving 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 executive leaders, staff, contractors, and vendors both verbally and in writing.
- Ability to work in a team environment.
- Ability to reason logically and draw valid conclusions.
- Ability to function effectively in crises situations and under pressure.

**Desired Qualifications:**

An Associate's degree in Computer Science, Computer Technology, Management Information Systems, Information Technology, or a closely related field is required. In the absence of a degree, two years' experience as a Tier 1 helpdesk support technician or similar role for a small to midsize organization is required.

**Distinguishing Characteristics:**

At Range 18, demonstrates mastery of the higher level and more complex helpdesk functions, serving as the point of contact for issues and resolutions. Demonstrates a high level of knowledge in new technologies. Works independently with limited supervision.