



OHIO
UNIVERSITY

**Classification and Qualification
Standards**
Technical Support Analyst
PROFESSIONAL ROLE

Career Series: Technical Support	Grade: G	Date Established: 9/11/2002	FLSA Category: Exempt
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JOB SUMMARY

Under general direction, the Technical Support Analyst has broad decision making authority and independence, and analyzes and evaluates information systems operations and provides technical direction and recommendations to improve utilization. This classification requires thorough knowledge of micro-computer products and systems available in the marketplace in order to analyze such products for compatibility, expandability and ease of use and support.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Analyzes micro-computer products for compatibility, expandability, and ease of use and support.
2. Designs and implements computing environments, installs computer hardware, software, and peripheral components.
3. Serves as a consultant and advises users on computer-related matters.
4. Participates in the development and customization of products.
5. Recommends to management the support or non-support of evaluated products.
6. Researches parts, equipment, and current technical trends.
7. Loads and verifies correct operation of software packages.
8. Responds to work order requests.
9. Prepares product development documentation regarding use of product.
10. Provides work direction to student employees.
11. Performs other duties as assigned.

Worker Characteristics (knowledge, skills & abilities to perform the job duties)

Knowledge of computer software (e.g., network administration tools, imaging software); computer hardware systems (e.g., P.C. systems; network cards; servers; LAN diagnostic equipment); computer operating systems (e.g., Windows; Macintosh; Novell; UNIX); computer diagnostic techniques; information gathering and analysis techniques; and training and development techniques. Skill in operation of computer; and peripheral machines (e.g., scanner, printer, modem). Ability to interpret technical material in books, journals, or manuals; troubleshoot computer system problems; act as a consultant to computer users; and provide training and assistance to computer users on new and upgraded technology.

Minimum education & experience required (including training, registration & licensure)

Completion of Bachelor's degree in computer/technical related field to include instruction in computer software, hardware, and operating systems; network and/or telephone wiring techniques; and training and development techniques.

- And 24 mos. professional experience including computer software, hardware, and operating systems; computer diagnostic and repair techniques; network and/or telephone wiring techniques; and training and development techniques.

- Or equivalent of the education and experience listed above.

This job specification describes the general nature and level of work being performed by people assigned to this classification. Employees may perform some or all of these duties. Examples listed do not preclude the performance of other duties similar in nature or in level of complexity.