



Technology Support Analyst

Job Code: 7291

Salary Grade: S08

FLSA Status: Exempt

The following statements are designed to outline the general functions and typical responsibility levels associated with positions in this classification. They are not intended to serve as an exhaustive list of specific duties or requirements for individual positions assigned to this classification.

Duties and Responsibilities

Responsible for providing front-line IT support to all customers. Answers support tickets and assists with whatever technical issues the client may be facing. May travel to the client's location to figure out hardware and peripheral issues. May connect via remote logon to solve minor software problems.

- Responds to technical support tickets.
- Discusses directly with the customer to determine the nature of the technical issue.
- Identifies the nature of the hardware, software, or networking issue.
- Provides the customer with resolution choices.
- Installs new hardware systems, software upgrades or networking cables.
- Addresses any software or hardware issues.
- Provides minor technical or operational training.
- Completes IT support logs.
- Performs various duties as needed to successfully fulfill the function of the position.

Minimum Qualifications

Education:

Required: Bachelor's Degree

Equivalency/Substitution: Will accept 48 months related experience in lieu of the Bachelor's Degree.

Experience:

Required: None.

Certifications or Licenses:

- None

Verification of education and licensure (if applicable) will be required if selected for hire.

Knowledge, Skills, and Abilities

- Familiarity with networking systems and protocols.
- Working knowledge of remote desktop support systems including TeamViewer.
- Working knowledge of computer hardware systems, routers, and peripherals.
- Working knowledge of operating systems, office software, enterprise software, and server systems.
- Excellent problem-solving skills.
- Customer service and interpersonal skills.
- Ability to communicate verbally and in writing.
- Ability to travel when required.

Working Conditions

Physical:

Sit for prolonged periods of time. Use of a computer. Manual dexterity. Communicate effectively and listens.

Environmental:

Office Work Environment.

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