Information Technology Analyst I (2520)

**Basic Purpose/Job Function:** Performing computer programming and analysis activities to process data and resolve user problems; actively contributing as a member of working teams to achieve desired results.

**Examples of Titles Replaced:** Application Support Programmer; Data Analyst; Information Systems Specialist

**Typical Functions May Include:**

1. Providing required analysis of technical, business and/or scientific problems using established fact-finding procedures, knowledge of pertinent work processes and procedures, and familiarity with related programming practices, system software, and computer equipment

2. Researching user problems and solving them by modifying existing systems when solutions follow clear precedents; working within defined objectives, priorities, and deadlines, and adapting guidelines to specific situations

3. Maintaining and modifying programs and components

4. Providing documentation and maintaining appropriate vendors' certification and training for both hardware and software

5. Following established change management procedures

6. Developing application test plans

7. Providing on-call support and problem resolution for computer applications

8. Receiving general instructions for specific and ongoing assignments and refers problems and unfamiliar situations to supervisor; finished work and methods are checked

9. Assessing needs of organization and own area

10. Preparing and assisting with presentations

11. May prepare detailed specifications required by programmers from information developed by higher level analysts

12. May train end users on established programs

13. Delivering excellent customer service to all constituencies

14. Performing other related duties as assigned
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Risk Management: Uses established safety practices to protect the health and safety of personnel and property. Adheres to University computing policies and follows recognized information security practices to protect the integrity of University systems and the network.

Supervision of Others: May supervise a small staff.

Supervision Received: Receives general supervision from designated supervisor.

Minimum Qualifications:

Education: Bachelor’s Degree

- Experience: 0 -24 months

- Skills: Demonstrated good organizational, oral and written communication skills. Demonstrated decision-making skills. Ability to embrace change. Ability to effectively use at least one software/system design application. Basic knowledge of specialty area, with limited ability to integrate and coordinate elements of that area of expertise. Ability to learn and work independently.

- Special Requirements: Frequent exposure to pressure caused by deadlines and busy periods; requires minimum travel; requires contact with other departments and university officials.

- Licenses: Determined by the nature of the position and/or department

- Certifications: Determined by the nature of the position and/or department

Minimum requirements may be met by an equivalent combination of education and experience, unless otherwise designated in writing by the department.

Departments are responsible for site-specific job descriptions.