

The University of Akron  
**Classification Specification**

<b>Job Title:</b>	Technology Support Analyst	<b>Job Code:</b>	T43481
<b>Job Function:</b>	Staff	<b>Grade:</b>	217
<b>Job Family:</b>	Classified	<b>FLSA:</b>	Non-Exempt
<b>SOC Description:</b>	3000 Information Technology Division	<b>Date:</b>	1/04;11/01;7/00

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**Job Summary:**

Provide software application support to the campus community. Installs and maintain computer hardware and software in all general purpose and departmental computer labs. Evaluate new technology and make recommendations to enhance the University's computing environment.

**Essential Functions:**

50% Provide first and second level technical support to general purpose and departmental computer labs. Provide advisement and assistance in the problem solving process to troubleshoot computer lab problems and resolve software conflicts. Authors problems and solutions for internal knowledge base.

20% Install, maintain, and upgrade the University's general purpose lab. Install, configure, and test PC applications, operating systems, network connections, and documents all policies and procedures.

15% Provide back up support for Support Desk staff. Troubleshoot computer related issues over the phone. Open service tickets within the work order system to escalate issues to proper support groups on campus.

10% Evaluate new and existing products to make recommendations for software or hardware upgrades. Consult with end users and outside vendors to assist in the process of selecting and acquiring network software and hardware.

5% Maintain knowledge of new computer technology and advancements in hardware and software.

**Education:**

Requires 18 months of education or training beyond high school.

**Licenses/Certifications/Requirements:**

None.

**Experience:**

Requires a minimum of 2 years experience in networking and the use of PC operating systems, software applications, hardware, and microcomputers. Strong communication, organizational, problem solving, and technical writing skills required. Ability to adapt to new technology, conduct research, and perform installation procedures required.

**Leadership:**

Responsible for directing and monitoring the work of student and/or temporary workers.

**Physical Requirements:**

Light physical effort required involving stooping and bending; individual has limited discretion about walking, standing, etc.; occasionally lifting of lightweight objects (up to 25 lbs.).

**Working Conditions:**

Standard working environment with possible minor inconveniences due to occasional noise, crowded working conditions and/or minor heating/cooling or ventilation problems. Near continuous use (>70% of the time) of a video display terminal.

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The intent of this classification specification is to provide a representative summary of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description. The University requires that all University employees whose assigned duties include some involvement with The University of Akron's intercollegiate athletics program, comply with all relevant NCAA Bylaws in performing their work.