

<b>Job Title</b>	Client Technologies Analyst I
<b>Job Code</b>	
<b>Exempt Status</b>	
<b>Position Status</b>	
<b>EEO Classification</b>	

### **Job Summary**

The Client Technologies Analyst I, under general supervision, performs routine client technology support functions.

### **Essential Duties and Responsibilities**

- Installs, upgrades, and configures hardware and software. Assists with the design and implementation of server systems. Assists with the installation and configuration of network file servers and hardware complete server testing/application. Conducts basic server performance analyses. Creates programs for automating system administration. Ensures work is in compliance with departmental or project quality standards.
- Confer with personnel in resolving problems involving procedural and technical matters. Troubleshoots and repairs hardware and software for servers and configuration problems, and assists with troubleshooting network problems.
- Research problems and recommend solutions. Assists with recommendations, specifications, and plans for network server hardware and software purchases.
- Documents personal computer devices (PCD) and server support methods and procedures. Provides resource estimates and progress reports.
- Serves on committees to develop technical standards and direction. Meets with customers and technical staff to determine information needs and requirements. Assists with new technology deployments and system integration testing.
- Monitors and maintains system security. Provides protection and recovery support for client data.
- Assists with the evaluation of new technologies to determine their applicability to clients' needs.
- May provide input or assist in the planning and budget process.

This document represents the major duties, responsibilities, and authorities of this job, and is not intended to be a complete list of all tasks and functions. Other duties may be assigned.

### **Additional Responsibilities**

## **Minimum Requirements**

*Education* – Bachelor's degree in applicable field or equivalent combination of education and experience.

*Experience* – Two years of related experience.

*Knowledge of* – Knowledge of word processing and spreadsheet applications. Knowledge of intermediate troubleshooting, client relations, formulating and contributing ideas, and knowledge of the Information Technology Interface Library (ITIL).

*Ability to* – Ability to multitask and work cooperatively with others. Excellent written communication, analytical, interpersonal, and organizational skills.

*Licensing / Professional Certification* – None.

*Physical Requirements* – None.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **Supervision of Others**

This position generally does not supervise employees.

## **Other Requirements**