

Job Title	Client Technologies Analyst II
Job Code	
Exempt Status	*Exempt
Position Status	
EEO Classification	

*Exemption may be subject to applicable salary requirements from the Department of Labor

Job Summary

The Client Technologies Analyst II, under general supervision, performs complex and non-routine specialized client technology support functions, such as troubleshooting, analysis, research, de-bugging, and problem-solving.

Essential Duties and Responsibilities

- Installs, upgrades, and configures complex and multiplatform personal computing device (PCD) hardware and software.
- Administers large and multiple client servers including virtual servers. Designs and implements servers. Installs and configures network file servers and hardware. Provides technical oversight of server testing and application and conducts server performance analyses.
- Troubleshoots and repairs complex hardware and software for servers and PCDs. Troubleshoots and repairs configuration problems. Troubleshoots routine network problems. Evaluates and follows through on issues and problems until resolved.
- Researches, recommends, specifies, and plans for PCD and large network server hardware and software purchases in support of clients' overall goals. Provides management and users reports, progress summaries, and system utilization reports.
- Participates with management in planning, directing, and coordinating operational and procedural matters to meet goals and objectives. Reviews the accuracy of documentation of PCD and server support methods and procedures.
- Implements new technology deployments and system integration testing. Equips and supports employees to successfully adopt change in order to drive organizational success and outcomes.
- Performs annual security assessments. Designs system security measures and data protection methods. Develops disaster recovery plans for PCD and servers.
- Implements the evaluation of new technologies to determine their applicability to clients' needs.
- Assists project leader with developing work plans and time schedules for projects, including outlining phases and identifying personnel and computing equipment requirements.
- May coordinate the technical activities of a small project team. Assists and mentors other employees in resolving various issues.

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 – Three years of related experience.

Knowledge of – Knowledge of word processing and spreadsheet applications. Knowledge of advanced analysis, troubleshooting, problem-solving, client relations skills, requirement assessment and analysis, project management methodology, context and interrelationships, and proficiency 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 may supervise employees.

Other Requirements