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| Job Title | Client Technologies Analyst III |
| 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 III, under direction, serves as technical lead for client technology projects or services. Provides technical oversight for the application of and compliance with technical standards. Coordinates the technical activities of a client technology support team. Completes reports and summaries for management and users, including project status reports, problem reports, and progress summaries.

Essential Duties and Responsibilities

- Coordinates and oversees technical activities and direction of a project team. Provides technical guidance and oversight for the installation, upgrade, and configuration of personal computer device (PCD) hardware and software.
- Provides technical guidance and oversight for server administration. Sets-up and configures large and complex servers. Develops complex system logic and configuration. Conducts complex server performance analyses.
- Coordinates and monitors the problem management process to include backup support. Troubleshoots complex network problems.
- Provides technical oversight for the development of plans for PCD and large network server hardware and software purchases. Develops specifications and plans for large and complex purchases of PCD hardware and network server hardware.
- Oversees the process to document PCD and server support methods and procedures. Completes reports and summaries for management and users to include status reports, problem reports, progress summaries, and system utilization reports.
- Creates, evaluates, and approves plans for the implementation of new technology deployments and system integration testing.
- Oversees the maintenance of system security for protecting and recovering client data. Develops disaster recovery plans for complex systems.
- Coordinates the evaluation of new technologies and makes recommendations based on the clients' needs.

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 – Five years of related experience.

Knowledge of – Knowledge of word processing and spreadsheet applications. Knowledge of project management, mentoring, negotiation skills, basic vendor relations, advanced client relations skills, proposal writing, business acumen, persuasive communication, adaptability to change, team leadership skills, and quality assurance methodologies.

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 supervises employees.

Other Requirements