

USER SUPPORT ANALYST 4210

Distinguishing Characteristics of Work

This is complex and responsible work in first-level end-user technology support of desktop operating systems, applications software, local area networking, e-mail and video conferencing systems, for use by end-users. A user support analyst is responsible for analyzing and resolving computer hardware, software, and local area network problems using standard troubleshooting methods and diagnostics tools. The user support analyst responds to end-user support calls and technical emergencies, and escalates support issues to the support center when necessary. The user support analyst consults with users and performs assessments to determine user needs and systems requirements. The user support analyst is responsible for developing training programs and manuals and conducting individual and group training for system users. Working relationships are established with court personnel including judges, law clerks, judicial assistants, court administration, central support center technicians and vendors.

Education and Training Guidelines

Four year degree in computer science or MIS or a degree in criminology, business, public administration or similar field with IT-related course work and/or experience. Related experience may substitute for education on a year for year basis. Professional certification in IT may substitute for two years of the recommended college education.

Knowledge, Skills, and Abilities

Knowledge of PC/LAN operations, terminology, procedures, software and hardware. Knowledge of and ability to install, maintain and support end-user software packages including word processing, spreadsheets, graphics, communications, local area network management and calendaring. Ability to support computer-based video teleconferencing. Knowledge of the principles, practices, and techniques of providing desktop computer support and LAN administration. Ability to interpret and analyze computer error messages. Ability to consult with users and assess and determine user needs and systems requirements. Ability to detect, diagnose, resolve, and document. Ability to provide software training to individuals and groups. Ability to effectively communicate complex and technical information.

Effective: June 1, 1991

Revised: October 1, 2000