

## **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. The 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**

A bachelor's degree from an accredited four year college or university 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 distribute computer systems operations, terminology procedures, and equipment. Knowledge of and ability to install office automation software packages including work processing spreadsheets, graphics, communications interface, local area network management, and calendaring. Knowledge of the principles, practices, and techniques of computer programming and/or systems analysis. 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 data processing malfunctions. Ability to train individuals and groups. Ability to diagnose and debug computer programs. Ability to serve as a team leader and monitor the progress of special assignments and projects. Desired technical skills include network troubleshooting, web development, Windows 2003 and AD administration, and general application support. Outstanding customer service skills and ability to learn quickly.

**Effective: June 1, 1991**

**Revised: October 1, 2000**

**Revised: July, 2007**