

University of Virginia Job Summary

Job Code:	Job Title:	Technical Support Analyst I
UVA Survey Code:	UVA Survey Code Title:	
Pay Band:	Career Path:	IT Support
FLSA Status:	Management or Individual Contributor:	Individual Contributor

Position Summary: Describe below the primary purpose and function of this job

Assist users/departments in implementing requests or proposals and in deriving needs assessments. Use knowledge of systems analysis to implement and support technical solutions.

Key Roles & Responsibilities: List up to 6 key roles and responsibilities of this job.

1. Analyze current and proposed departmental/user hardware and software systems; develop and maintain systems for the various constituencies within the unit.
2. Review proposals which consist of objectives, scope, and user expectations; gather facts, analyze data, and prepare proposal synopses comparing alternatives in terms of cost, time, and availability of resources.
3. Analyze problems on computer applications and systems for students, faculty, and staff; provide technical assistance to departmental user support staff.
4. Provide individual and/or group instruction and training to students, faculty, and/or staff on computer technologies.
5. Provide technical support for research and development initiatives and for the implementation of new technologies for adoption.
6. Write structured programs, as appropriate, using technologically current programming languages to support systems.

Expertise: Describe the requirement for knowledge and expertise about the subject area as well as how various parts of the University work together to achieve objectives. Explain the degree of understanding required of the industry and university environment.

Incumbent is required to have a basic understanding of his/her discipline including all required certifications as well as a basic understanding of the business environment of a large university system. Incumbent is expected to maintain currency of knowledge with respect to relevant state-of-the-art technology, equipment, and/or systems.

Incumbent should have general knowledge of computing technologies and demonstrated skills and abilities which may include: a broad range of relevant multi-user computer systems, applications, and/or equipment, basic systems analysis, at least one technologically current programming language, information technology integration practices, computer security procedures and protocol, creating, developing and maintaining Intranet Web sites; resolving Help Desk issues; introducing new applications, installing them on servers/clients, and providing basic user training to improve users' computer literacy and proficiency.

Problem Solving: Describe the nature and complexity of the problems this position encounters on a recurring basis. Include information regarding the level of innovation required, if any, and include mention of environmental factors that may add to the complexity of resolving issues.

Incumbent will address routine problems and will use judgment in selecting among authorized procedures. Incumbent seeks assistance when guidelines are inadequate, significant deviations are proposed, or when unanticipated problems arise.

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Nature & Area of Impact: To what degree does this job affect the University (i.e., through interactions with faculty or students, making decisions, defining or setting strategy, etc.)? What is the breadth of the impact that this job has, either positive or negative (i.e., affects own team, department, function, business unit, entire university, etc.)?

Impact is typically limited to the team/department for which the incumbent works. Daily work quality can affect the productivity of students, faculty and/or staff.

Interactions / Interpersonal Skills: Describe the nature and level of interactions this job has with others, both internally and externally. Explain any specific interpersonal skills necessary to successfully perform this role (i.e., negotiation skills, represents business at external events or to governmental bodies, etc.).

Interactions are typically with fellow team members, but the incumbent may have interactions with assigned student, faculty, or staff clients. Incumbent should possess good verbal and written communication skills to convey technical guidance and information to users and to provide excellent customer service.

Distinguishing Characteristics

This is the entry-level job for the discipline.

- **Skills:** Level 1 incumbents are developing skills but possess a basic knowledge of the discipline from his/her education and/or training and a basic understanding of the University and its business environment.
- **Level of Work:** Level 1 work is generally routine in nature, with assignments provided at a task level, typically on a daily or short-term basis.
- **Supervision:** Level 1 incumbents work under immediate supervision, have minimal latitude for unreviewed actions/decisions. Level 1 incumbents have no supervisory responsibilities.
- **Interactions:** Level 1 incumbents typically have limited interactions with those outside his/her own team.
- **Focus:** Level 1 incumbents focus primarily on his/her own work quality and accuracy.

Job Requirements And Qualifications: Indicate the minimum and preferred education and experience for this job and any licenses and certifications required.

Minimum Education:	Bachelor's degree or equivalent experience in Computer Science, MIS, Computer Engineering or related discipline.	Preferred Education:	Bachelor's degree in Computer Science, MIS, Computer Engineering or related discipline.
Minimum Experience:	0-1 years	Preferred Experience:	1-3 years

Required Licenses/Certifications: