

University of Virginia

Job Summary

Job Code:	Job Title:	Technical Support Analyst IV
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

Collaborate with users/departments in formulating requests or proposals and in deriving information system needs assessments. Utilize extensive systems analysis knowledge to plan and lead the implementation of technical solutions. Provide advanced advice and support to the university community, and resolve problems of a comprehensive and complex nature. Provide guidance to, and may supervise, other staff and students.

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

1. Plan, coordinate, and schedule investigations, feasibility studies, and surveys of proposed university-wide, complex software tools, to include economic evaluations; supports and ensures reliability of cross-university client software and hardware systems.
2. Analyze user/department proposals, identifies proposal enhancements, and conducts feasibility studies; recommend optimum approach and develops implementation plans. Write structured programs, as appropriate, using technologically current programming languages to support university-wide systems.
3. Guide users in formulating technical and information requirements; advise on alternative computer technologies, and on the implications of alternative selections. Review, evaluate, and recommend solutions for hardware and software acquisitions.
4. Analyze and solve problem on complex computer applications and systems for students, faculty, and staff across all university departments; provide a wide range of in-depth technical assistance to departmental user support staff. Provide individual and/or group instruction and training to students, faculty, and/or staff on computer technologies.
5. Provide input into research and development initiatives and for the implementation of new technologies for university-wide adoption.
6. May serve as project leader for technology projects with large scope and university-wide impact, directing and integrating the work of other staff.

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.

As a senior staff member, incumbent is required to have an advanced understanding of his/her discipline including all required certifications as well as an advanced understanding of the business environment of a large university system. Incumbent must demonstrate an in-depth understanding of the University system, its policies, and its operating procedures. Incumbent must have demonstrated project management skills and the ability to work within a matrixed environment if necessary. Incumbent is expected to maintain currency of knowledge with respect to relevant state-of-the-art technology, equipment, and/or systems.

Incumbent should have advanced knowledge of computing technologies and applied skills and abilities which may include: a broad range of relevant multi-user computer systems, applications, and/or equipment, systems analysis methodology, 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 complex problems and will use experience and judgment in creating solutions. Incumbent seeks assistance when significant deviations are proposed, or when unprecedented problems arise. Incumbent develops approaches to problem-solving and anticipates/mitigates potential issues.

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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 felt within the team/department for which the incumbent works and within multiple, coordinating departments. Work quality, decision-making and long-term project management can affect the productivity of students, faculty and/or staff. Impact of errors is substantial and usually university-wide though mostly short-lived.

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 with fellow team members and coordinating team members, but the incumbent will also have interactions with assigned student, faculty, or staff clients. Incumbent works with and may manage external vendors and service providers. Incumbent should possess superior verbal and written communication skills to convey technical guidance and information to users and to provide excellent customer service. Incumbent will train and provide guidance to more junior staff members and provide management with input into performance evaluations. Incumbent may provide guidance to management on critical technology issues. Incumbent is recognized as a technical authority within the University.

Distinguishing Characteristics

This is the senior or lead level for the discipline. Incumbent possesses all requirements and skills for Level 3 and has achieved proficiency in the typical tasks assigned to Level 3.

- **Skills:** Distinguished from Level 3 skills in that the Level 4 incumbent has fully developed and regularly applies his/her advanced technical skills.
- **Level of Work:** Distinguished from Level 3 work by highly complex and strategically significant activities. Assignments at Level 4 are usually long-term and the incumbent has significant latitude to devise the approach and method to performing the assignment.
- **Supervision:** Distinguished from Level 3 by the complexity and duration of assignments. Level 4 assignments are typically multi-faceted, may be cross-discipline and require significant coordination and planning by the incumbent. Level 4 incumbents regularly perform long-term and non-routine assignments with only general supervisory intervention. Also distinguished from Level 3 in that the incumbent serves as a resource to Level 1, 2 and 3 incumbents on complex problems. Level 4 incumbents will often train Level 1, 2 and 3 incumbents on work processes and policies and assist management with developing their technical skills. Level 4 has input into hiring decisions and staff performance assessments, but does not directly supervise.
- **Interactions:** Distinguished from Level 3 in that the Level 4 incumbent regularly works beyond his/her own team and often externally. The Level 4 incumbent regularly works with related teams, client groups, management and vendors and interactions may include influencing others.
- **Focus:** Distinguished from Level 3 in that the Level 4 incumbent regularly works toward specific team goals and client goals, and assists in establishing department processes and standards.

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:	Master's degree in Computer Science, MIS, Computer Engineering or related discipline.
Minimum Experience:	5-7 years	Preferred Experience:	7-10 years

Required Licenses/Certifications: