

Job ID	U201	User Support Analyst	Pay Class / Freq . . .	S / B
Job Group	PROF	Professional	Pay Grade/Step . . .	P05 /
Benefit Group . .	NCSE	NON CIVIL SERVICE EMPLOYEES	FLSA Exempt Y/N . . .	Y
Union Code . . .			Evaluation Method . . .	PR
EEO Job Cat. . . .	002	Professionals	Evaluation Date . . .	03/15/99
Workers Comp . .	5191 /	Computer Device Install. Serv	Evaluation Points . . .	584

General Summary

Provides user support and technical assistance to West Texas Library System members regarding electronic information technology. Machines and equipment used include computers, standard office equipment, vehicle, and hand tools.

Performs job duties in a way that promotes a positive image of the City organization and the department; demonstrates effective interpersonal skills and delivers exemplary customer service.

Principal Duties

It is an essential function of this classification to report for work ready to perform the duties required of the position. The following is intended to be descriptive of the principal duties of a class of positions. A specific position may:

1. Analyze and resolve computer software and hardware problems of users. Respond to telephone calls from library staff requesting assistance regarding equipment problems, repair, or routine maintenance;
2. Consult with user to identify source of problems, answer questions, and assist user in diagnostic processes by providing instructions;
3. Provide individual training for library staff in maintenance of library's computer equipment, use of computer operating systems, and management of computer networks;
4. Assist in planning and implementing library automation systems. Provide training in automation issues and systems;
5. Compile inventory of equipment, integrated library systems, network software, and telecommunications equipment in each library as a resource for user support;
6. Prepare a basic troubleshooting manual for use by library staff. Train users in basic maintenance;
7. Analyze telecommunication problems involving modems, fiber optic cables, or telephone lines. Serve as liaison between library and vendors to evaluate solutions;
8. Set up user workstations, install software and peripheral equipment;
9. Check computer hardware for Y2K problems, assist library in resolving any compliance problems;
10. Perform related duties as required.

Supervisory Relationships

The position has no supervisory responsibility.

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Control of Actions

Position is instructed in the desired results. Freedom exists to choose the method to accomplish results. Work involves analysis and judgment in accomplishing diversified duties.

Contact with Others

Position has very frequent contact with staff of West Texas Library system member institutions, by telephone or in person. Position provides assistance in resolving computer problems, and provides individual training to library staff.

Working Conditions

The incumbent primarily works in an office environment. Frequent out-of-town travel by vehicle will be required in a 29 county area. Overnight travel is limited.

Education

Completion of a bachelor degree in management information systems, or a closely related field.

Experience

Three to five years experience providing user support and technical assistance pertaining to hardware and software of computer systems and related equipment; or any combination of relevant education and experience which provides the following knowledge, abilities, and skills:

Knowledge of

Substantial knowledge of microcomputer and network concepts and applications.

Ability/Skill to:

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Ability/Skill to:

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1. Communicate effectively orally and in writing.
 2. Work effectively in a dynamic, fast paced environment, meet deadlines.
 3. Plan and organize personal workload.
 4. Provide training and assistance to users with a wide range of current computer knowledge and skills.
 5. Analyze computer hardware and software, determine alternatives, and make recommendations resulting in a network product solution or implementation that satisfies end-user work needs.
 6. Establish and maintain effective working relationships with end users.

Physical Requirements

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- Maintain the ability to:
1. frequently lift and carry up to 10 pounds;
 2. occasionally lift and carry up to 50 pounds;
 3. frequently bend and kneel during the shift;
 4. frequently push and pull objects;
 5. frequently flex upper trunk forward at the waist and partially at the knees;
 6. frequently rotate upper trunk to the left or right while sitting or standing;
 7. place arms above, at, and below shoulder height;
 8. coordinate eye, hand, and foot movements to operate a vehicle.

Licenses/Certifications

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License

DL Texas Operator's license
Driv Lic

Date Written/Revised

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03/15/99

FLSA Exemption

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PROF
Professional exemption

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Occup Employment Code

Continued

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Occup Cat

15-1051

Computer Systems Analysts