# City of Tempe

## INFORMATION TECHNOLOGY
## SUPPORT ANALYST I+

### JOB CLASSIFICATION INFORMATION

| | | | |
|---:|:---|---:|:---|
| *Job Code:* | 195 | *Department:* | Information Technology |
| *Supervision Level:* | Non-Supervisor | *State Retirement Group:* | ASRS |
| *Status:* | Classified | *Market Group:* | IT Support Analyst II+ |
| *Safety Sensitive / Drug Screen:* | Yes*/Yes* | *Physical:* | No |

*Click here for more job classification information including current salary range.*

*\*Safety Sensitive & drug screen required when assigned to the Police Department.*

### DISTINGUISHING CHARACTERISTICS

This is the entry-level class in the Information Technology Support Services section. This class is distinguished from the IT Support Analyst II+ by the performance of the more routine tasks and duties than those performed by the IT Support Analyst II+.  This level will receive guidance from an IT Support Analyst II+ for training, assistance, and mentoring.

### REPORTING RELATIONSHIPS

Receives supervision from the Information Technology Supervisor; supervisory or management staff.

***When assigned to the Police Department:***

Receives supervision from the Business Systems Supervisor or management staff.

### MINIMUM QUALIFICATIONS

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|---:|:---|
| *Experience:* | Two (2) years of customer service experience. |
| *Education:* | Equivalent to an associate degree from an accredited college or university with major coursework in computer information systems or degree related to the core functions of this position. |
| *License / Certification:* | • Possession of a valid driver's license. <br> • Possession of, or required to obtain within six (6) months of hire, one of the listed certifications. <br><br> ***When assigned to the Police Department:*** |

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|---|---|
| | • Possession of or required to obtain within six (6) months of hire, a Terminal Operator Certification through the Arizona Criminal Justice Information Systems (ACJIS) Division. |
| *Additional:* | ***When assigned to the Police Department:*** <br><br> Must pass a police polygraph and background examination. |

## ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values.  To assess, troubleshoot, and follow established guidelines to solve hardware, software, and networking problems and to provide primary and secondary technical assistance to all departments via phone, remote network technology and on-site customer support.

## OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job.  Duties, responsibilities and activities may change at any time with or without notice.

- Assist in maintaining documentation for and participation in the City's Business Continuity Program including but not limited to; Disaster Recovery, Emergency Preparedness, and ISERT Plans.
- Providing remote and on-site technical support to city departments, both local and global telecommuters, support of enterprise hardware, software, related peripherals, and the virtual desktop environment.
- Configuration and administration of end user computing devices, network printers, mobile devices, VPN connectivity, workstation IP addresses, system settings, and imaging operating system software for the City's workstation computers.
- Provide software and hardware installation, upgrade, and troubleshooting support on-site or using remote network technology tools.
- Assist in evaluating and making recommendations regarding end user computing resources for application performance, software application usage and future upgrade needs, and recommend improvements and modification to computer system software models used on city workstations.
- Obtain price quotes and procure software and computer equipment for city clients. Assists with maintaining accurate inventory records for hardware and software licensing. Coordinate receiving, delivery and warehousing of computer equipment.
- Assist with software deployment through application virtualization, automated deployment packages, or use of enterprise system management tools.
- Establish and maintain effective working relationships with City staff and collaborate with other IT workgroups to resolve incidents and document in the incident management system using ITIL processes.

- Triage software and hardware failures inform customers of system-wide issues and maintain knowledge articles for common support resolutions.
- Assist with software and hardware technology refresh programs for all end user computing devices.
- Work as an Incident Manager or Service Provider on a rotational schedule to provide quality customer service. These daily functions are to efficiently work, monitor and resolve incoming customer incidents and service requests.
- Consult with customers to effectively and efficiently utilize available technology resources to better perform their job duties.
- Perform related duties as assigned.

***When assigned to the Police Department:***

- Provide remote and on-site technical support to the police department, both local and global telecommuters, support enterprise hardware, software, related peripherals.
- Assist with oversight of all police related hardware including police desktops, mobile devices, body-worn cameras, VPN connectivity, and in-car technology as needed.
- Assist in evaluating and making recommendations regarding end user computing resources for application performance, software application usage and future upgrade needs, and recommend improvements and modification to computer system software models used on police department workstations.
- Obtain price quotes and procure software and computer equipment for police internal customers. Assists with maintaining accurate inventory records for hardware and software licensing. Coordinate receiving, delivery and warehousing of computer and police technology equipment.
- Assist with software deployment through application virtualization, automated deployment packages, or use of enterprise system management tools.
- Establish and maintain effective working relationships with City staff and collaborate with other PD workgroups to resolve incidents.
- Triage software and hardware failures, inform customers of system-wide issues, and maintain knowledge articles for common support resolutions.
- Assist with software and hardware technology refresh programs for all end user computing devices.
- Consult with customers to utilize available technology resources effectively and efficiently to better perform their job duties.
- Perform other related duties as assigned.

## COMPETENCIES

| *CLASSIFICATION LEVEL* | *INCLUDES* | *COMPETENCIES* |
|---|---|---|
| Foundational | All Employees | Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn |
| Non-Supervisory | In Addition > | Teamwork, Customer Service, Initiative, and Dependability / Reliability |

| | | |
|---|---|---|
| Supervisory | In Addition > | Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others |
| Manager | In Addition > | Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring |
| Deputy Director | In Addition > | Entrepreneurship and Networking |
| Director | In Addition > | Organizational Vision |
| *For more information about the City of Tempe's competencies for all classifications:* [City of Tempe, AZ : Competencies](#) | | |

## JOB DESCRIPTION HISTORY

*Effective: 1997*
*Revised January 2000*
*Revised July 2005*
*Revised March 2009 (FLSA status)*
*Revised December 2013 (job duties, title update)*
*Revised January 2019 (update distinguishing characteristics, min quals and job duties)*
*Revised March 2021 (remove physical requirement)*
*Revised April 2022 (add when assigned to Police Department)*
*Revised December 2022 (update job title and certifications)*