



**DATE ISSUED:** 05/06  
**FLSA:** Non-Exempt  
**PTO:** COVS

## **JOB DESCRIPTION**

### **TITLE**

Lead Technical Support Analyst

### **JOB SUMMARY**

Provides varied tasks relating to the direct support of end users of information technology systems and services, via phone, remote computer access and in person. Works to foresee potential problems related to desktop hardware and software; directs users to appropriate information technology services teams for support, development and training; and communicates to the team director end user issues and concerns. Work is performed under supervision of the Director, Technical Support Services and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

### **ORGANIZATIONAL RELATIONSHIPS**

*Reports to:* Director, Technical Support Services

*Supervises:* Technical Support Analyst I and Technical Support Analyst II

### **PRIMARY DUTIES - May include, but not limited to the following:**

Analyzes, develops, installs and maintains information technology infrastructure systems and sub systems.

Provides an advanced-level of expertise and technical support to the entire University on information technology systems and services.

Establishes and maintains procedures for preventative and remedial maintenance of systems.

Supports systems and procedures for reporting of information resources and institutional data.

Consults and assists other teams within Information Technology Services.

Assists with acquisitions management, technology budgeting and resource allocation.

Develops and evaluates systems specifications.

Develops, tests and supports programs in a variety of platforms.

May be required to work a flexible schedule, including nights, weekends and holidays.

*Lead Technical  
Support Analyst  
Date Issued: 05/06  
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Responsible for establishing job standards for subordinate staff and effectively evaluating staff under charge. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

### **ADDITIONAL DUTIES**

Performs other duties as requested.

### **EDUCATION**

High school diploma or equivalent required. Some college preferred. Technology and network systems certifications preferred.

### **EXPERIENCE**

Three years job related work in computing and/or communications, education environment highly preferred.

### **KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:**

#### Knowledge

Requires a thorough understanding of both theoretical and practical aspects of an analytical, technical or professional discipline.

The knowledge and/or technology used in the job changes frequently, requiring frequent study and training.

Requires the examination and intermediate analysis of technology systems.

Basic business principles and business and industry-specific terminology.

#### Skills Required

Bus and bus configuration

Central Processing Unit (CPU)

DVD, CD-ROM, hard and floppy disk drives

Monitor and graphics memory

Motherboard

Mouse and keyboard

Operating systems (e.g., Mac and Windows)

RAM/ROM

Account management

Configuration modification, backup, restore and location (e.g. registry, INI files)

Directory, file structures and systems

Input and output

Installation of applications

*Lead Technical  
Support Analyst  
Date Issued: 05/06  
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Operating system administration (e.g., monitoring, process control, threads, upgrades and patching)  
OS compatibility and interoperability  
Procedures for starting and stopping services  
Read and write permissions  
Supervision  
Highly Preferred:  
Conflict Resolution  
Leadership  
Managing without Authority  
Mentoring  
Project management software tools (e.g., Microsoft Project)  
Risk analysis

*Ability to*

Organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.  
Establish and maintain effective work relationships with students, faculty, staff, and the public.  
Communicate effectively orally, by phone, in person, and in writing.  
Represent the department and University in a friendly, courteous, and professional manner.  
Use a personal computer and other office equipment.

***PHYSICAL DEMANDS***

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear. May be required to sit for long periods of time. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. May be required to lift or move 25+ pounds.

***WORK ENVIRONMENT***

Supervisors are responsible for maintaining an environment that is free from discrimination, intimidation, coercion or harassment, including sexual harassment. Work is performed indoors and/or outdoors. The noise level is usually low to moderate. Daily exposure to PCs and networks.

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**SAFETY**

Supervisors are responsible for the safety of their employees by creating and maintaining a safe work environment. New employees should be provided with safety instruction during the first 30 days of employment and receive, as applicable, annual refresher safety training. Supervisors should operate equipment safely and report any unsafe work conditions or practices to Management or Safety Coordinator. Supervisors should insure that employees work in a safe manner and submit injury/accident reports to the Office of Human Resources within 24 hours of notification.

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

***Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.***

***Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, sex, sexual orientation, or ethnic origin, age, veteran's status, or against qualified disabled persons.***

***All positions at Texas Woman's University are deemed security sensitive requiring background checks.***