City of Tempe

SENIOR INFORMATION TECHNOLOGY SUPPORT ANALYST

JOB CLASSIFICATION INFORMATION

Job Code:	379	*Department:*	Information Technology
Supervision Level:	Non-Supervisor	*State Retirement Group:*	ASRS
Status:	Classified	*Market Group:*	IT Support Analyst II+
Safety Sensitive / Drug Screen:	No / Yes*	*Physical:*	No

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

Drug screen required when assigned to the Police Department.

REPORTING RELATIONSHIPS

Receives direction from the IT Supervisor or from other supervisory or management staff. May provide functional and technical direction to staff.

MINIMUM QUALIFICATIONS

Experience:	Four (4) years of experience in an enterprise environment, supporting client Microsoft operating systems, networking technologies, enterprise services, and applications.
Education:	Equivalent to a bachelor's degree from an accredited college or university with major course work in computer information systems or a degree related to the core functions of this position.
License / Certification:	• Possession of, or required to obtain within six (6) months of hire, one of the listed certifications. • Possession of a valid driver's license.

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 perform a variety of technical duties including analysis to identify, prevent, and resolve technical issues. Provide analysis and assistance to all levels of technical support personnel. Analyze, contribute, and lead team technical and process initiatives. Perform research, analysis, and make recommendations for user technologies for use within the City.

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 coordinating projects and resources related to support staff and all information technology systems; coordinate and lead staff activities required to implement projects and information technology installations and upgrades.
- Provides input to development and implementation of short to long-term goals and objectives to meet the City's Information Technology support, operations, and infrastructure needs.
- Monitor and assist Support Services staff and resources to provide timely and efficient end-user support; track work tickets/queues to ensure timely resolution and/or escalation.
- Work to resolve technical issues escalated by the Support Services team; act as liaison between other Information Technology teams and City users to resolve issues and implement technology solutions.
- Provides working knowledge, analysis and guidance on hardware, software and enterprise level application support to junior level (I and II) technical staff and end users.
- Monitor and/or prepare operational reports including ticket/queue status, equipment inventory, knowledge articles, change planning, and other Support Services area activity summaries.
- Analyze and develop solutions using various monitoring tools to troubleshoot and resolve technology issues, including working with vendors.
- Provide staff training on technical and process/procedure changes, new implementations, and ongoing support processes.
- Recommend and participate in continuous improvement processes for technology issues, team/department process and operations.
- Utilize, maintain, and guide usage of technical configuration and management tools for enterprise devices and IT operations in alignment with Information Technology Infrastructure Library (ITIL) and City Information Technology processes
- Write and assist team members with creation and maintenance of knowledge articles, policies and procedures to align with city standards.
- Coordinate and lead Support Services staff in their assigned areas within the Support Services Team; Service Desk Incident Managers, Service Providers, IT Warehouse/Service Center staff, and Team Technology Refresh technicians, as assigned.
- Attend training classes and read computer related publications and journals to keep abreast of technological advancements.
- Perform 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 May 2005
Revised December 2013 (Title Change)
Revised January 2023 (Update job title, min qualifications – experience, and job duties)

PHYSICAL DEMANDS AND WORK ENVIRONMENT

Job Title: Sr. IT Support Analyst | **Job Code: 379**

VEHICLE OPERATION	YES	NO
Will this position drive a City vehicle?	X	
Will this vehicle require a Commercial Drivers License?		X

	Never	Occas.	Freq.	Contin.
	0% of time	1-35% of time	36-65% of time	66-100% of time
ENDURANCE				
Sit				X
Stationary / Stand		X		
Move / Traverse				X

VISION REQUIREMENTS	YES	NO
Close *(clear vision at 20 inches or less)*	X	
Distance *(clear vision at 20 feet or more)*	X	
Color *(ability to identify and distinguish colors)*	X	
Depth Perception *(three-dimensional vision, ability to judge distances and spatial relationships)*	X	
Peripheral *(ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point)*	X	
Ability to adjust focus *(ability to adjust the eye to bring an object into sharp focus)*	X	
No Special Vision Requirements		X

WORK WITH OR EXPOSURE TO THE FOLLOWING				
Machinery*		X		
Electrical*	X			
Power Tools*		X		
Hand Tools*		X		
Personal Protective Equipment*	X			
Fumes	X			
Computer Software				X
Chemicals	X			

Maximum LIFT / CARRY	Lift	Carry
5-25lbs	X	X
26-50lbs		
51-75lbs		
76-100lbs		

Maximum PUSH / PULL	Push	Pull
5-25lbs		
26-50lbs		
51-75lbs		
76-100lbs	X	X

MOVEMENT	YES	NO
Bend / Stoop / Twist	X	
Crouch / Squat	X	
Kneel / Crawl	X	
Above Shoulder Level	X	
Below Shoulder Level	X	
Repetitive Arm Use	X	
Repetitive Wrist Use	X	
Repetitive Hand Use	X	
Climb Stairs / Ladders	X	
Neck Range of Motion	X	
Traverse Uneven Surface	X	
Traverse Even Surface	X	

ENVIRONMENT				
Indoors				X
Outdoors		X		
Working in or around water	X			
Extreme Heat		X		
Extreme Cold	X			
Office Setting				X
Confined Spaces		X		
Excessive Noise**	X			
Heights		X		
Sewage Exposure	X			
Bodily Fluid Exposure	X			

ADDITIONAL CONSIDERATIONS:

- May require working extended hours.

- May work alone for extended periods of time.

*DEFINITIONS/EXAMPLES

Machinery: bucket truck, riding mowers, backhoe etc.

Electrical: wiring, outlets, fuses etc.

Power Tools: push mowers, jackhammers, drills, chainsaw etc.

Hand Tools: hammers, wrenches, shovels, wheel barrels, saws etc.

Personal Protective Equipment: respirators, Tyvek coveralls, hard hats, fall protection harness etc.

** Hearing test is required