CITY OF BURBANK

TECHNICAL SUPPORT ANALYST III

DEFINITION

Under direction, provides a full range of lead technical support for information technology including but not limited to installation, repair, and configuration of hardware, software, networking, and applications; and performs related work as required.

ESSENTIAL FUNCTIONS

Uses a full range of analytical skills to diagnose and troubleshoot “system level” problems in hardware, software, and networking; performs technical support, which may include field and remote site assignments to diagnose and resolve complex problem calls related to hardware and software ; develops and utilizes the configuration template for system workstations; installs, configures and tests hardware and/or software; performs preventive maintenance and repairs hardware; identifies trends in the reported problem calls and suggests and implements improvements; develops installation and operational procedures; prepares and maintains end user support-related documentation; configures software distribution tools; analyzes and recommends guidelines for hardware and software standards; defines and recommends appropriate workstation hardware and software configurations; defines and recommends appropriate products to meet customer needs; prepares specifications and gathers documentation for purchases of hardware and software; coordinates equipment deliveries, software licensing compliance, and inventory/asset controls; supervises subordinates; conducts software training for users; drives on City business.

MINIMUM QUALIFICATIONS

Employment Standards:

- Knowledge of - desktop computers, advanced diagnostic skills, general knowledge of technology trends, and basic network technologies and of multiple client platforms.

- Ability to - use analytical skills to diagnose and troubleshoot varied and complex components including hardware, software, networking, and applications; perform assigned tasks quickly and accurately; follow oral and written directions; use telephone; write or use a keyboard to communicate through written means; establish and maintain effective working relationships with supervisors, fellow employees, and the public.

Education/Training: Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary for acceptable job performance as determined by the City. Example combination includes, but is not limited to graduation from an accredited college or university with an Associate of Arts degree in Computer Science and one year of experience as a Technical Support Analyst II or two years of professional experience installing, configuring, troubleshooting, repairing, maintaining, upgrading, monitoring, evaluating, and testing client computing devices/software as a customer service representative.

Special Conditions& Requirements: The physical ability to lift computer equipment up to 40 pounds; performs sedentary to medium work involving moving from one area to another; have sufficient hand/eye coordination to perform repetitive movements such as typing; have extensive exposure to video display terminals/computers; bend, kneel, squat, and twist to adjust equipment; perform simple and power grasping, pushing, pulling, and fine manipulation; see and hear with sufficient acuity to successfully perform all aspects of the job; differentiate various colors of wires and diagrams.

License & Certificates: A valid California Class “C” driver’s license or equivalent at time of appointment; an industry recognized technical support certification (to be determined at the time of recruitment) may be required at time of appointment.

SUPPLEMENTAL INFORMATION

None.