 **Client Technologies Analyst I Standard Job Description**

**Classification Title:** Client Technologies Analyst I

**FLSA Exemption Status:** Exempt

**Pay Grade:** 66

**Job Description Summary:**

The Client Technologies Analyst I, under general supervision, performs routine client technology support functions.

**Essential Duties and Tasks:**

**35% Installation and Configuration of Systems**

* Installs, upgrades, and configures hardware and software.
* Assists with the design and implementation of server systems.
* Assists with the installation and configuration of network file servers and hardware.
* Assists with recommendations, specifications, and plans for hardware and software purchases.

**20% Troubleshooting and Support**

* Confers with personnel in resolving problems involving procedural and technical matters.
* Troubleshoots and repairs hardware and software for servers and configuration problems.
* Assists with troubleshooting network problems.
* Provides Tier I support and assists with Tier II, as needed.

**10% Documentation and Reporting**

* Documents personal computer devices and server support methods and procedures.
* Provides resource estimates and progress reports.

**10% Security and Recovery**

* Monitors and maintains system security.
* Provides protection and recovery support for client data.

**5% Technology Evaluation and Training**

* Assists with the evaluation of new technologies to determine their applicability to clients’ needs.
* Participates in training and professional development sessions.
* Assists in gathering data for technology proposals.

**20% Duty Title (for the department's use)**

* Remaining Percentage Can Be Determined by Department to Meet Business Needs or Can Be Incorporated into Percentages Above.

**Required Education and Experience:**

* Bachelor’s degree or equivalent combination of education and experience.
* Four months (1 semester) of student worker and/or customer service experience.

**Required Licenses and Certifications:**

* None

**Required Knowledge, Skills, and Abilities:**

* Ability to multitask and work cooperatively others.
* Knowledge of word processing and spreadsheet applications.
* Knowledge of advanced analysis, troubleshooting, problem-solving, client relations skills, requirement assessment and analysis, project management methodology, context and interrelationships, and proficiency of the Information Technology Interface Library (ITIL).
* Excellent written communication, analytical, interpersonal, and organizational skills.

**Machines and Equipment:**

* Computer: 30 hours
* Phone: 5 hours

**Physical Requirements:**

* None

**Other Requirements and Factors:**

* This role may require working outside of standard office hours, including evenings, weekends, and holidays, to support the demands of technology services and ensure the seamless operation of essential systems.

**Is this role ORP Eligible? If so, it needs to meet the criteria on the** [**Rules and Regulations of the Texas Higher Education Coordinating Board**](https://reportcenter.highered.texas.gov/reports/data/user-friendly-version-of-ch-25/)**.**

**Yes**

**No**

**Does this classification have the ability to work from an alternative work location?**

**Yes**

**No**