 **Client Technologies Analyst II Standard Job Description**

**Classification Title:** Client Technologies Analyst II

**FLSA Exemption Status:** Exempt

**Pay Grade:** 68

**Job Description Summary:**

The Client Technologies Analyst II, under general supervision, performs complex and non-routine specialized client technology support functions, such as troubleshooting, analysis, research, de-bugging, and problem-solving.

**Essential Duties and Tasks:**

**35% Installation and Configuration of Systems**

* Installs, upgrades, and configures complex and multiplatform personal computing device hardware and software.
* Administers large and multiple client servers including virtual servers.
* Installs and configures network file servers and hardware.
* Implements new technology deployments and system integration testing.

**20% Troubleshooting and Support**

* Troubleshoots and repairs complex hardware and software for servers and personal computing devices.
* Troubleshoots routine network problems.
* Evaluates and follows through on issues and problems until resolved.
* Provides Tier 2 support and assists with Tier 3 support.

**10% Documentation and Reporting**

* Provides management and users reports, progress summaries, and system utilization reports.
* Reviews the accuracy of documentation of personal computing device and server support methods and procedures.

**10% Security and Recovery**

* Performs annual security assessments.
* Designs system security measures and data protection methods.
* Develops disaster recovery plans for personal computing devices and servers.

**5% Planning and Coordination**

* Participates with management in planning, directing, and coordinating operational and procedural goals and objectives.
* Assists project leader with developing work plans and time schedules for projects, including outlining phases and identifying personnel and computing equipment requirements.
* May coordinate the technical activities of a small project team.

**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.
* Three years of experience in hardware, software and network technology administration.

**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**