 **Client Technologies Analyst III Standard Job Description**

**Classification Title:** Client Technologies Analyst III

**FLSA Exemption Status:** Exempt

**Pay Grade:** 69

**Job Description Summary:**

The Client Technologies Analyst III, under direction, serves as technical lead for client technology projects or services. Provides technical oversight for the application of and compliance with technical standards. Coordinates the technical activities of a client technology support team. Completes reports and summaries for management and users, including project status reports, problem reports, and progress summaries.

**Essential Duties and Tasks:**

**35% Oversight and Coordination of Technical Activities**

* Coordinates and oversees technical activities and direction of a project team.
* Provides technical guidance and oversight for the installation, upgrade, and configuration of personal computing device hardware and software.
* Coordinates support and training initiatives for various services based on input from stakeholders.
* Participates in tracking and measuring objectives and key performance results for the team.

**20% Installation and Configuration of Systems**

* Administers the Windows-based Local Area Network including the creation, modification, and deletion of user accounts and shared network resources.
* Plans and oversees the design, architecture, configuration, management, and troubleshooting of all aspects of the infrastructure.
* Develops specifications and plans for large and complex purchases of personal computing device hardware and network server hardware.

**10% Troubleshooting and Problem Management**

* Troubleshoots complex network problems and coordinates the problem management process.
* Provides third tier support for technical problems in various environments.
* Assists and mentors other employees in resolving various issues.

**10% Documentation and Reporting**

* Oversees the process to document personal computing device and server support methods and procedures.
* Completes reports and summaries for management and users to include status reports, problem reports, progress summaries, and system utilization reports.

**5% Security and Disaster Recovery**

* Develops disaster recovery plans for complex systems.
* Stays informed and develops disaster recovery/business continuity plans to protect client data.
* Monitors and maintains system security to ensure the integrity of faculty and student data.

**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.
* Five 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**

[x]  **No**

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

[ ]  **Yes**

[x]  **No**