

**NC State University Band Specification
Technology Support Analyst**

TSA Spec.

Description of Work:

This is analytical work in providing consultation, support, and/or training to end-users of computer or other technology-based systems. Employees may provide support of hardware, applications, operating systems, and networking. This function requires a broad understanding of a variety of technologies to effectively support end-users. These employees are not usually involved in application development or network design; but may participate in system integration and network analysis activities. This work requires particularly strong communication skills, an ability to effectively interact with a broad range of end-users and an ability to use a variety of technical resources for providing this support. Employees at this level may provide routine and non-routine support for a broad range of technologies, or may provide in-depth support for a more narrowly-defined area of technology. These employees may be responsible for oversight of programs or projects.

Competencies:

Core	Contributing	Journey	Advanced
Teamwork	Works effectively as a team member. Actively contributes to tasks at hand.	Plans and works with others to achieve agreed upon outcomes.	Leads team efforts and assesses the skills and strengths of individuals within a team.
Organization Awareness	Understands operations and services of functional unit.	Demonstrates working knowledge of organization, services, and relationships for problem solving.	Demonstrates in-depth knowledge of organization, services and relationships (formal and informal).
Effective Communication	Presents ideas clearly either in writing or verbally. Communicates in methods appropriate to situation and audience.	Interprets and communicates information. Independently solicits appropriate information and selects best method or format for presenting it to the client. Clearly conveys ideas on non-routine subjects or in a non-standard manner.	Interprets and communicates information, ideas and instruction. Uses persuasion and negotiation to build cooperation and consensus towards decisions. Translates advanced technical issues into understandable terms appropriate to audience.

Functional	Contributing	Journey	Advanced
Customer Service	Demonstrates ownership of customer issues and independently seeks solutions.	Proactively establishes a positive relationship by demonstrating a sense of urgency in interactions with clients.	Proactively promotes positive customer relationships and mentors others to ensure client satisfaction and organizational success.
Planning and Organizing	Works independently on tasks, developing own work schedule and monitoring progress against defined parameters. Performs job with minimal supervision.	Organizes and follows complex and/or detailed technical procedures. Works well independently and with teams.	Creates ad hoc work groups to analyze problems, develop solutions, and communicate solutions effectively. Participates in planning for the organization.

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Functional	Contributing	Journey	Advanced
Project Management	Serves as a productive project team member through timely completion of assigned tasks.	Manages technical projects involving own work and under minimal supervision. Demonstrates initiative in solving problems associated with projects and daily work.	May lead projects that require directing the work of others and with some latitude on actions or decisions. May manage timelines and resources, and may lead implementation efforts to completion.
Technical Knowledge	Demonstrates knowledge of technology principles and terminology associated with the work unit and area of responsibility.	Demonstrates substantial working knowledge as demonstrated by an understanding and use of the principles, theories and practices pertinent to area of responsibility. May mentor or train peers and others.	Demonstrates comprehensive knowledge as demonstrated by an in-depth understanding and use of principles, theories and practices pertinent to the organization.
Technical Solution Development	Works within own specialty with ability to integrate and coordinate elements of that specialty. Demonstrates working knowledge of technologies and systems in place with the capability of supporting these technologies.	Documents solutions that solve client problems and clearly presents these solutions. Integrates knowledge and skills from a range of technologies to address work assignments. Implements appropriate technologies.	Demonstrates knowledge of other work specialties and the ability to integrate this knowledge to develop and communicate solutions. Develops and/or implements information technology solutions to enhance organizational success
Technical Support	Resolves routine problems. Solicits relevant information from client in order to sufficiently describe non-routine problems to technical expert, and effectively communicate solution to client.	Independently resolves routine and non-routine problems. Troubleshoots problems and performs diagnostics on software and/or hardware. Interacts with hardware and software vendors as appropriate to solve problems.	Identifies trends and makes suggestions for technical modifications to solve future problems. Contributes to decisions based on weighing options and consequences.
Consultancy Skills	Determines client needs and effectively communicates back to technical experts. Acts as technical resource to others within work specialty.	Consults with clients and higher-level technicians and analysts to resolve technical problems and ensure client satisfaction. Proactively verifies problem resolution.	Analyzes and assesses client needs to develop effective and appropriate solutions.

Minimum Training and Experience:

Graduation from a two-year technical college with a major in computer science, information technology or related area and one year in the information technology field related to the position's role; or graduation from a four-year college or university and one year experience in the information technology field related to the position's role; or graduation from a four-year college or university with a major in computer science or information technology or related degree. Related information technology experience may be substituted year-for-year for the required education.

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Issuance Record

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Additional Issuance:

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