

# Technical Support Analyst Job Description

## TECHNOLOGY EXPERIENCE

### Software/Networking/Server

- Microsoft Exchange
- Citrix
- Microsoft Server
- Microsoft SQL Server
- Backup Exec
- Windows desktop operating systems (XP-Win 8)

### Desktop

- Microsoft Office

## ROLE-SPECIFIC COMPETENCIES

### Networking

- Assists in the planning and implementation of additions, deletions and major modifications to the supporting infrastructure company-wide.
- Implements network security at the corporate level as established by corporate Security Plans.
- Recognizes necessary network improvements and makes suggestions to customer.

### Telephony

- Plans, manages and develops upgrades to telephone system on a company-wide basis.
- Makes recommendations regarding company-wide phone system upgrades; executes upgrades as directed by customer.

### Help Desk Administration

- Coordinates the resolution of all IT help desk activities.

### Asset Management

- Helps decide, in conjunction with leadership, which software and hardware products and other equipment are most suited for use within company infrastructure.
- Oversees IT-related asset purchases on a company-wide basis.
- Manages software licenses on a company-wide basis.

## CAREER PATH CORE COMPETENCIES

## **Communication**

- Serves as key participant in team meetings.
- Confronts issues openly and quickly .
- Effectively communicates relevant IT-related information to superiors and peers in other practices.
- Tactfully communicates sensitive information.

## **PROFESSIONAL QUALITIES**

### **Leadership**

- Challenges others to develop as leaders while clarifying roles and responsibilities.
- Pursues excellence in all aspects of business.
- Possesses the expert knowledge to identify opportunities for change and the ability to convey the need for change.
- Builds expert knowledge in our industry and conveys knowledge to others.

### **Teamwork**

- Evokes creative and innovative thinking from team members while helping them to bring their ideas and career plans to fruition.
- Helps to determine new, creative ways to employ teams on projects and distribute responsibilities.
- Works across practice to share lessons learned and best practices.

### **Client Management**

- Anticipates internal clients needs and proposes alternative business solutions.
- Continually seeks and capitalizes upon opportunities to increase internal client satisfaction and deepen client relationships.

## **ORGANIZATIONAL RESPONSIBILITIES**

### **Innovator Development**

- Assesses training needs and selects training tools for team members.
- Manages the development of project teams by ensuring that project tasks are in line with each Innovator's career interests.

### **Internal Operations**

- Easily recognizes areas for internal improvement and develops plans for implementation.
- Lends expertise to internal teams and task forces.
- Reviews the status reports of team members across projects and addresses issues as appropriate.
- Complies with and enforces standard company policies and procedures.