

Jordan School District
CLASSIFIED JOB DESCRIPTION

Job Title: Customer Support Analyst (V44)	Job Family: 03
Department: Information Systems	Lane Placement: 12
Supervisor's Title: Director of Information Systems Support Services Manager	Contract: 242 Days
FLSA Classification: <u>Non-Exempt</u>	Hours per Day: 8
Original date: <u>03/09</u> Revised: <u>10/16</u> Revised: <u>06/21</u>	Revised: _____

GENERAL FUNCTION

Under the supervision of the support services manager and lead, the **Customer Support Analyst** is responsible for identifying and initiating resolutions to customer problems and needs associated with applications, computer equipment, hardware and software. Coordinates problem resolution and addresses and resolves complex problems requiring judgment and latitude for independent action. Outlines recommended procedures and provides instruction, direction and follow-up to customers. Participates in user groups and serves as a liaison between IT staff, service desk, customers and vendors.

The incumbent is responsible to follow all policies and guidelines as detailed by District policy.

ESSENTIAL FUNCTIONS

- Identify and initiate resolutions to customer problems and needs associated with applications, computer equipment, hardware and software.
- Coordinate problem resolution and address and resolve complex problems requiring judgment and latitude for independent action.
- Identify reoccurring and potential problems, investigate alternative solutions and methods, and recommend procedures, controls for prevention and expedited problem resolution. Create technical documentation.
- Outline recommended procedures and provide instruction, direction and follow-up to customers.
- Analyze, research and support application development and technology requests.
- Coordinate integration of software programs, new applications and systems, including research, design, testing, and implementation.
- Coordinate updates to codes and changes to software systems.
- Participate in user groups and serve as a liaison between IS staff, service desk, customers and vendors. Develop strategies for effective data flow to/from groups.
- Facilitate the analysis, development and delivery of professional reports; ensures timely, accurate, and efficient processing and distribution of volume print jobs.
- Analyze training needs, develop training curriculum and provide quality individual and group training.
- Facilitate and support the installation of desktops and software; maintain software and hardware versions and maintenance levels.
- May be required to travel to other District buildings using a personal vehicle.
- Coordinate year-end procedures with District departments.
- Assist service desk group as needed.
- This position requires punctual and regular daily attendance.

NON-ESSENTIAL FUNCTIONS

- Other duties as assigned.

- This description should not be construed to contain every function/responsibility that may be required to be performed by an incumbent assigned to this position.
- Incumbent is required to perform other related functions as assigned. Other related functions can be performed for no more than 20% of an employee's normal workweek (i.e. eight (8) hours per week, or thirty-two (32) hours per month).

QUALIFICATION REQUIREMENTS

- Incumbent must be fingerprinted and clear a criminal background check.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education, knowledge and experience requirements; the machine, tools and equipment used; and any licenses or certifications required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

Minimum Job Qualifications:

- Requires High School diploma, GED or equivalent as reviewed by the Department of Human Resources. Verification may be required.
- Requires an Associate's degree in computer science, software engineering, information management or related field plus three years of work related experience with demonstrated competence or an equivalent combination of education and experience.
- Requires a valid driver's license that allows incumbent to legally operate a motor vehicle in Utah.
- Requires effective interpersonal skills to interact with individuals and groups at all organizational levels, as well as parents, agencies and vendors.
- Knowledge of K-12 administrative computer systems and office software and hardware.
- Ability to troubleshoot and operate computer systems and peripheral equipment.
- Ability to train other staff in the use of system software.
- Ability to effectively communicate verbally and in writing.
- Requires technical knowledge at the expert level to assist customers and evaluate their needs.
- Requires ability to manage multiple projects.
- Requires ability to work in a team oriented customer service environment.
- Available for occasional shift work if needed.
- Must be self-motivated and proactive in completing tasks with minimal direction.

NOTE: The Administration reserves the right to require specific training for this position. However, depending upon the type and quality of prior work experience and availability of formal training programs, some exchanges can be made between training and experience.

Machines, Tools & Equipment Used:

- Office equipment and computer hardware, software and peripherals.

Physical Requirements – Not limited to the following:

- Constant sitting (up to 8 hours) and near vision.
- Frequent pinching of wires and fine motor dexterity.
- Occasional overhead work, climbing ladders up to 20 feet, awkward carrying up to 35 pounds and awkward lifting up to 35 pounds.

- Occasional (0-33%) Frequent (34-66%) Constant (66-100%)
- Physical ability to perform the essential functions listed above with or without reasonable accommodation.
- Possess the physical, mental and emotional stability to work under stressful condition, including but not limited to: deadlines, contract requirements, inspection requirements and interaction with critical personnel.

NOTE: This list of essential and marginal functions and of physical requirements is not exhaustive and may be supplemented in accordance with the requirements of the job.