Clark Atlanta University
Job Description

<table>
<thead>
<tr>
<th>Position Title:</th>
<th>Technical Support Analyst</th>
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<tbody>
<tr>
<td>Department:</td>
<td>Office of Information Technology and Communications</td>
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<tr>
<td>Reports To:</td>
<td>Technical Director</td>
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<tr>
<td>Time and Effort</td>
<td>100% (Title III)</td>
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<tr>
<td>Salary Grade</td>
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<tr>
<td>Hiring Salary Range</td>
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The following statements are intended to describe the general nature and level of work to be performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

**General Function (Description):**

The Technical Support Analyst is responsible for providing advanced technical support to end-users, resolving complex technical issues, and identifying opportunities for improving the overall technology support experience. This position requires a strong technical background, excellent problem-solving skills, and exceptional customer service skills. Candidate should have excellent oral and written communication skills with the ability to work well with others in a teamwork environment, as well as the ability to effectively handle multiple problems simultaneously. Tasks must be completed with critical deadlines and produce quality results. Candidate must be proactive in problem-solving, a self-starter, take initiative within boundaries of the position while keeping supervisor informed and must be tireless in his/her efforts to improve the quality of customer service with minimal instruction and supervision. Must possess the ability to prioritize tasks to meet managerial, department, and institutional needs.

**Examples of Duties and Responsibilities:**

- Provide advanced technical support to end-users via phone, email, chat, and in-person.
- Troubleshoot and resolve complex technical issues related to software, hardware, network, and other technology systems.
- Escalate issues to appropriate teams when necessary and ensure timely resolution.
- Document and maintain accurate records of all technical support requests, resolutions, and other relevant information.
- Collaborate with other technical support analysts and teams to identify opportunities for improving the overall support experience.
- Keep up-to-date with emerging technology trends and best practices in technical support.
- Provide training and support to other technical staff and end-users, as needed.
- Follow established policies and procedures for technical support, including incident management, change management, and knowledge management.
- Maintain a high level of customer satisfaction by providing exceptional customer service.
- Participate in on-call rotation and respond to urgent technical issues outside of business hours.
- Other duties as assigned

**Knowledge, Skills and Abilities**

- Strong technical background in software, hardware, network, and other technology systems.
- Experience with troubleshooting and resolving complex technical issues.
- Familiarity with ITIL principles and practices preferred.
- Excellent communication and customer service skills.
- Ability to work collaboratively with other technical support analysts and teams.
- Strong problem-solving and analytical skills.
- Attention to detail and accuracy in documentation and record-keeping.
- Ability to work under pressure and manage multiple priorities.

**Minimum Hiring Standards**

<table>
<thead>
<tr>
<th>Education</th>
<th>BS Degree in Computer Science, Information Technology or equivalent knowledge via job experience</th>
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<tbody>
<tr>
<td>Years of Experience Required</td>
<td>3+ years of experience in technical support, helpdesk, or related field.</td>
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<tr>
<td>Years of Management/Supervisor Experience</td>
<td>N/A</td>
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