

NIAGARA UNIVERSITY
JOB DESCRIPTION

NAME:	Vacant
DATE:	April 2022
JOB TITLE:	COMPUTER SUPPORT ANALYST
FLSA STATUS:	NON-EXEMPT
JOB CLASS:	PROFESSIONAL
JOB STATUS:	REGULAR FULL-TIME
WORK LOCATION:	ST. VINCENT'S ANNEX
TITLE OF IMMEDIATE SUPERVISOR:	OPERATIONS MANAGER
DEPARTMENT:	INFORMATION TECHNOLOGY
SECTOR:	EVP

JOB SUMMARY:

Under routine supervision, the Computer Support Analyst schedules and performs complex computer equipment configurations and software installations, analyzes hardware and software problems and implements corrective actions, and performs Local Area Network (LAN) installations and administration.

ESSENTIAL DUTIES:

- Installs, maintains, upgrades, and troubleshoots computer hardware and software associated with the university's technology infrastructure;
- Assists with server and Local Area Network (LAN) installation and administration;
- Produces documentation to aid in the computer hardware and software support on campus;
- Assists in the support of special projects related to the advancement of the university's technology infrastructure;
- Performs other duties as assigned by supervisor.

GENERAL DESCRIPTION:

% of Time

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| 60% | Provides computer support services related to the hardware and software needs of the university community; |
| 30% | Performs server and Local Area Network (LAN) installation and administration, including analyzing and troubleshooting hardware and software problems; |
| 10% | Produces documentation to aid in the computer hardware and software support on campus. |

COMPUTER SUPPORT ANALYST

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

1. Experience in a variety of network and computing architectures.
2. Ability to handle multiple projects in a timely fashion.
3. Ability to provide network support services related to the hardware and software needs of the university community.
4. Ability to read and comprehend various forms, documentation, files, and information in the department.
5. Proficiency to handle various office machines including but not limited to: calculator, copy machine, computer, printer, and fax machine.
6. Ability to receive telephone calls, respond to inquiries, and communicate with others by telephone.
7. Excellent interpersonal, communication, and organizational skills.

ERGONOMIC REQUIREMENTS:

The functions of the position usually performed sitting, but may require some amount of time standing, stooping, kneeling, bending, crouching, lifting, walking, carrying and other movements may be required. Tasks involving working on a computer keyboard, calculator, cutting, labeling, and taping involve the extensive wrist and hand movement. All individuals are required to be able to perform these movements without significant risk of injury to themselves or others.

QUALIFICATION STANDARDS

- 1) Bachelor's degree in computer and information sciences or related field is required.
- 2) A minimum of three years of experience working with daily activities associated with computer support.

COMPUTER SUPPORT ANALYST

THE UNIVERSITY RESERVES THE RIGHT TO MODIFY, REASSIGN OR COMBINE POSITIONS AT ANY TIME WITHOUT PRIOR NOTICE.

Employee Signature

Date

Supervisor Signature

Date