

# IT Analyst: IT Analyst I

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Operates in one or more of the following: personal computer applications training, data control and scheduling coordination, systems administration, data security administration, and associated fields.

## **Knowledge**

Limited use and/or application of basic principles, theories and concepts. Limited knowledge of industry practices and standards.

## **Problem Solving**

Solves routine problems of limited scope and complexity by following established policies and procedures.

## **Discretion/Latitude**

Work is closely supervised. Follows specific, detailed instructions.

## **Impact**

Contributions are usually limited to task-related activities. Errors do not typically have a major effect on the organization.

## **Liaison**

Contacts are primarily with assigned employee group. Acts as internal customer support for benefit related issues.

## **Work Products**

Provides technical end-user technical support. Installs, integrates and maintains computer systems. Connects personal computers and terminals to existing data networks. Installs software and instructs users in the use of personal computers and networks. Creates, updates and closes support tickets as required using Remedy System. Supports company staff with cell phone and Backberry needs, including the coordination of new connectivity and/or the repair or replacement of technical equipment. Sets up and deploys loaner laptops and creates property passes. Maintains property pass records for loaned PC/Peripherals following established guidelines.

## **Minimum Education and Experience**

1+ years directly related experience with Bachelor's Degree in Information Technology, Business Administration or related field. Basic MS Word, PowerPoint and Excel skills.