Title: Computer & Information Analyst Sr

Pay Scale Group: 72 D

Essential Function

Under general supervision from a designated administrator, responsible for one or more of the following technical areas: consultative support of hardware and/or software; multimedia development; and sole or lead positions in departments with responsibility for independently developing and maintaining their own integrated, diverse and complex information technology systems.

Characteristic Duties

Provide consultative, technical and training support and services to the user community to ensure problem resolution, system/data access, and optimal system performance;

Assist users to develop or use applications and software packages and their features;

Act as a liaison between faculty, staff, students and information systems resources and staff;

Install, configure, and modify applications, networks, databases, and other systems;

Act as a liaison between faculty, staff, students and information systems resources and staff;

Provide technical advice and expertise to faculty, staff, and students in the evaluation, selection, purchase, upgrading, and maintenance of software, hardware, and/or database system resources to meet user needs;

Prepare requests for proposals, cost estimates, and justifications;

Provide training and communications materials to users that maximize their ability to utilize system capabilities, features, and other resources. Develop and/or conduct training programs, lab/equipment orientations and demonstrations, and self-guided tutorials on equipment, applications, databases, and related systems. Write user documentation, user guides, instructor guides, training outlines, and technical training publications;

Serve as an expert resource to others; serve on committees and projects;

Other duties as assigned.

Minimum Qualifications

Master’s degree in Computer Science, Information Technology, Computer Engineering, or a relevant degree and two (2) years related experience -OR- a Bachelor’s degree with four (4) years’ experience -OR- an Associate’s degree with six (6) years’ experience; -OR- eight (8) years’ experience. Experience and/or training include advanced level experience and possesses broad and deep knowledge of own area and related areas and contributes through advanced knowledge, skill and experience.