Title: Computer & Information Analyst I

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;

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;

Assist in preparing 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;

May perform applications programming to accomplish some duties;

Other related duties as assigned.

Minimum Qualifications

Bachelor’s degree in Computer Science, Information Technology, Computer Engineering, or related degree; -OR- an Associate’s degree with two (2) years’ experience; or four (4) years of basic to intermediate level computer hardware related experience. Possesses working knowledge of commonly-used concepts, practices, and procedures and contributes through support, using established processes, methods, and systems.