Title: IT Analyst Technical Lead

Essential Function

Under general supervision from a designed administrator, function as expert resource with system specific needs which includes planning, designing, coordinating functions in one or more of the following technical areas: Help Desk, Computer Lab, Computer Support, Instructional Technology, Multimedia Production, Project Management, and Information Security.

Characteristic Duties

Leads IT Analyst team in the areas of project management, work planning, and division support;

Coordinating the effective use of the IT Analyst team's time and ensuring efficient communication between team members and other IT functional areas; may serve as liaison between area of responsibility and other IT functional areas;

Providing feedback and suggestions for process and product improvement; ensuring compliance;

Technical mentor and advisor for the IT Analyst team;

May perform applications programming to accomplish some duties and duties outside of the IT Analyst series;

Serves as an expert resource to others; serves on committees and projects;

May have 20% of their effort in research or teaching in a college unit which requires a combination of in-depth subject matter expertise and excellent communication and presentation skills with the ability to explain difficult technical material clearly and patiently; serves as a technical or team lead by providing guidance and direction to other analyst; responsible for reviewing and inspecting the work of other analysts;

Other related duties as assigned.

Minimum Qualifications

Bachelor’s degree in Computer Science, Information Technology, Computer Engineering, or related degree with five (5) years’ experience; -OR- an Associate’s degree with seven (7) years’ experience ; or nine (9) years of Experience and/or training include advanced level experience. Possesses broad and deep knowledge of own area and related areas and contributes through advanced knowledge, skill, and expertise.