

<b>NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT JOB DESCRIPTION</b>
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Job Title:	User Support Analyst	Range:	36
Date Revised:		Date Approved:	April 8, 2003

**PRIMARY PURPOSE**

This position is responsible for coordinating state and federal reporting and providing technical assistance, guidance and training to personnel in the operation of computer systems, hardware, software, and related peripherals; and maintaining application procedures and documentation which ensures support, continuity and the maintenance of data integrity for the District's information systems.

**ESSENTIAL FUNCTIONS**

*Examples of essential functions are interpreted as being descriptive and not restrictive in nature.*

1.	Provides technical assistance, customer support and information related to computer hardware, software, and related peripherals; analyzes and troubleshoots, answers questions, and resolves user problems directing more complex issues to higher level technical personnel.
2.	Administers state and federal reporting, coordinates data collection and processing of reports, remains current on changes to reporting requirements and timelines for submission, and makes recommendations for changes as necessary.
3.	Maintains records including statistical records, software licenses, inventories, user IDs and passwords.
4.	Develops and maintains technical procedures, user guides, documentation and reports.
5.	Performs data integrity functions including maintenance of tape archives, department system backups and security related procedures; makes recommendations for changes to procedures as necessary.
6.	Assists with departmental budget development and maintenance and maintains and tracks usage of departmental computer-related supplies.
7.	Remains current on advancements in the field of networking; account management; attends various departmental meetings as required.
8.	Trains and provides work direction and guidance to others as directed.
9.	Learns and applies emerging technologies and as necessary to perform duties in an efficient, organized, and timely manner.
10.	Prepares and conducts training and workshops for users on applications software and network operations.
11.	Assists on department applications and technical support for special projects and related activities.
12.	Performs related duties as assigned.

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**OTHER FUNCTIONS**

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**WORKING RELATIONSHIPS**

The User Support Analyst maintains frequent contact with various departments, staff, outside agencies, and outside vendors.

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**EDUCATION AND EXPERIENCE**

High school diploma or equivalent, supplemented by college coursework in Computer Sciences, Information Systems, or a related field  
Sufficient training and experience to demonstrate the knowledge, skills and abilities listed below

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**KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of current computer hardware and related peripherals  
Knowledge of various computer software applications  
Knowledge of database programs and maintenance  
Knowledge of the principles, practices and techniques of training and providing technical instructions  
Knowledge of the workflow throughout the District  
Knowledge of the correct English usage, grammar, spelling, punctuation and vocabulary  
Knowledge of state and federal requirements for Community Colleges  
Ability to prepare, implement and present training programs and workshops  
Ability to analyze situations accurately and adopt a certain course of action  
Ability to accurately document workflow  
Ability to plan, organize and prioritize work  
Ability to meet schedules and time lines  
Ability to communicate effectively, both orally and in writing  
Ability to understand and follow oral and written directions  
Ability to establish and maintain effective working relationships with others

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**SPECIAL REQUIREMENTS**

None

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**WORKING CONDITIONS**

College or District information systems office environment; subject to lifting (up to 50 pounds unassisted); subject to bending and stooping; subject to exposure to electrical hazards.

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