

NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT JOB DESCRIPTION

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.	Participate in District/College efforts to increase the diversity of faculty and staff and to address student achievement gaps; active assistance in the creation of a welcoming and inclusive work and educational environment; attend and participate in diversity, equity and inclusion trainings and events.
13.	Performs related duties as assigned.

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OTHER FUNCTIONS

WORKING RELATIONSHIPS

The user support analyst maintains frequent contact with various departments, staff, outside agencies, and outside vendors.

EDUCATION AND EXPERIENCE

Minimum Qualifications

High school diploma or GED, 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

Commitment to diversity. All applicants must have demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty and staff. The applicant must be able to demonstrate how their experience with these factors relates to successfully achieving the goals of the position.

Desirable Qualifications

Prior experience in approaching work and interactions with colleagues and/or students in an equity minded manner. Ability to provide an inclusive and welcoming work/educational environment.

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

SPECIAL REQUIREMENTS

None

WORKING CONDITIONS

College or District information systems office environment; subject to lifting (up to 50 pounds unassisted);

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subject to bending and stooping; subject to exposure to electrical hazards.
