

Sam Houston State University Human Resources

Staff Classification Description – Technology Support Analyst I

Skill Category: Tech/Para-Professional

Position (Employee) Class: 4N302 (N1) 4N306 (NA)

Grade: 11

Date: 11/2014

Department: Academic Instructional Technology & Distance Education Department.

Educational & Experience Requirement: Associate's Degree or sixty hours college and two years experience required. Working technical knowledge of current network protocols, operating systems and standards, including Windows and Mac OS, Microsoft office, printers, basic multimedia systems and e-mail applications is required. Experience with Blackboard Learning Management Systems (LMS) and/or in a Help Desk environment is preferred. A combination of education, experience, and training that would produce the required knowledge and abilities could be considered.

Nature & Purpose of Position: Provides problem analysis, instructional support, and comprehensive assistance to users (classroom-based, hybrid and fully online) of the university's Learning Management System, incorporated third party software and applications, and any associated technology as required to ensure the goals of the Academic Instructional Technology & Distance Education Department are successfully accomplished.

Supervision Given & Received: Works under general supervision. Supports and guides student workers on the Sam Houston State University (SHSU) Online Tech Team, if needed.

Primary Responsibilities: Provides technical support to users of the Blackboard Learning Management Systems (LMS) or associated/incorporated third-party software with any issues or problems. Communicates via email, telephone and remote access software that might be utilized by the department. Systematically and professionally troubleshoots any level of problem including those requiring escalation to higher levels of attention. Provides the necessary instruction, direction and support to resolve the issue to the satisfaction of the client. Provides guidance and instruction to student-worker members of the tech team and performs other duties as requested by the supervisor and other senior members of the Academic Instructional Technology & Distance Education Department. Performs other duties as assigned.

Other Specifications: Ability to set priorities and procedures for accomplishing work based on previous experience and knowledge of organizational policies and procedures, as well as, on occasion, developing solutions to seemingly new situations and issues. Work is of moderate technical complexity and problems are resolved based on knowledge from training, experience and/or college level courses. Policy interpretation is limited to situations which have been previously defined and where parameters have been established. Requires a high level of confidentiality and integrity. Receives general supervision/direction but requires the ability to work unsupervised to meet the goals of the department.

This is a classification description with the complete list of job duties being maintained at the departmental level. Other job duties necessary for the effective operation of the University are expected to be performed. Any qualifications to be considered as equivalents in lieu of stated minimums require the prior approval of Human Resources.

Sam Houston State University is an at will employer and drug free/smoke free workplace. This position is security-sensitive and thereby subject to the provisions of the Texas Education Code §51.215, which authorizes the employer to obtain criminal history record information. The pay grade range is inclusive of social security benefit replacement pay.

Sam Houston State University is Committed to Equal Opportunity in Employment and Education.