

Sam Houston State University Human Resources

Staff Classification Description – Technology Support Analyst II

Skill Category: Tech/Para-Professional

Position (Employee) Class: 4N354 (N1)

Grade: 14

Date: 11/2014

Department: Academic Instructional Technology & Distance Education Department.

Educational & Experience Requirement: Bachelor's Degree in Computer Science or related field. Two years of related work 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 Help Desk 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 and Distance Education Department are successfully accomplished.

Supervision Given & Received: Works under minimum supervision. Supervises and trains student employees on the Sam Houston State University (SHSU) Online Tech Team.

Primary Responsibilities: Assists users of the Blackboard Learning Management Systems (LMS) or associated/incorporated third-party software and "building blocks" with any issue or problem that the users might be experiencing. Communicates via email, telephone or other avenues including the use of remote access software that might be utilized by the department. Troubleshoots any level of problem including those requiring escalation to higher levels of attention. Upon successful diagnosis of issue, provides the necessary instructions, directions, and support as needed to resolve the issue to the satisfaction of the client. Continually researches and learns new techniques and tips that become available as technology improves and evolves, stays up-to-date on technology software and hardware, upgrades, introductions, and discoveries. Works with the SHSU Online Tech Team to develop and maintain help/solution databases, records of issues and incidents as a resource for justification, discovery of needs, department and Tech Team improvement, and possible expansions. Provides guidance and instruction to junior members and student employees on the tech team. Supports the development of training tutorials and materials when determined as necessary by the department. Assists online faculty and students with problems in their courses and researches online courses to ensure there are not any problems. Assists interested SHSU students in finding information about programs, admissions requirements, and financial aid information. Performs other related duties as assigned.

Other Specifications: Requires a working knowledge of networked and stand-alone computer software, general understanding of file systems and networks. Must be able to systematically analyze issues experienced by others to provide conclusive diagnoses and resolutions. Must be able to read and understand technical manuals and procedural documentation and/or be able to listen to, watch and understand similar materials in a multimedia-type or similar format. In addition, the ability to conduct research into computer issues and products, effective interpersonal skills and relationship-building skills, good written and oral communication skills, ability to present ideas and concepts in user-friendly language and strong customer-service orientation are required. Knowledge of web usage (including HTML), video, sound, graphics, education protocols, computer hardware and peripherals, social media trends, file types, and telephone system usage are desired. Involves the 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 to high technical complexity and problems are resolved based on knowledge from 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 some 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.