### Technical Support Analyst

**Job Number:** 45219

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<tr>
<th>Campus/Location</th>
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<tr>
<td>Department Name</td>
<td>Mary Lou Fulton Teachers College</td>
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<tr>
<td>Grant Funding</td>
<td>This is not a grant funded position and is not contingent on future grant funding.</td>
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<td>September 13, 2018</td>
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**Job Description**

Provides support to users of information technology tools. Work typically involves a combination of troubleshooting, acting as a service support leader, providing training to users, communicating with customers, other technology specialists, and vendors about services and software available to them. Work also includes documenting processes and progress to facilitate communications within the team, and performing data entry and modifying configurations within various systems to support the work of the college and its affiliates.

**Essential Duties**

- Identifies causes of problems when software is not operating properly and takes appropriate action. Resolves a wide variety of problems and confers with or escalates problems to team members, vendors, contractors, or others in the university to assure that resolution is reached.
- Leads projects to develop and improve routine procedures, and document the results.
- Trains, schedules, and collaborates with team members responsible for delivering various routine services, usually Technology Support Analysts at lower levels or student workers.
- Establishes and maintains effective communications with staff, faculty, students and users - including other technology specialists, and vendors about services.
- Develops and delivers instructional short courses on the use of supported technology products, and provides personalized instruction to meet specialized needs.
- Provides excellent customer service support to end users of MLF applications including troubleshooting and training.
- Collaborates and teams with others on a variety of technology and technology support projects that are similar to a customer relationship or learning management system.
- Flexibly adapts to changing work environment, strong team player with excellent communication skills, both written and verbal.
- Enters, cleans, and verifies data in multiple information system platforms.
- Assists in the testing and implementation of software upgrades.
- Develops documentation around workflows and processes that are used to refine and share the work of the team.

**Minimum Qualifications**

- Bachelor’s degree in technology or related field; OR, Four years experience providing information technology services; OR, Any equivalent combination of experience and/or education from which comparable knowledge, skills and abilities have been achieved. Certificates from recognized programs that indicate mastery of tools and techniques relevant to the assignment may substitute for up to six months of experience.
### Desired Qualifications
- Experience with relational database applications to effectively and efficiently produce desired results, including familiarity in SQL – developing, executing, and interpreting queries
- Demonstrated knowledge with PeopleSoft or Oracle Database products, tools, methods.
- Experience with data collection and analysis methods, techniques, procedures.
- Good problem solving skills with ability to identify opportunities for use of technology solutions to improve efficiency and reduce errors.
- Demonstrated knowledge of relevant technology tools, especially a case management or ticketing system (such as Salesforce) and a customer relationship or learning management system.
- Experience in answering customer questions about use, to recommend configurations to meet specific needs, and to solve a wide variety of troubleshooting problems.
- Demonstrated knowledge of process improvement methods and approaches.
- Experience in developing and delivering software application instruction both in person and in Knowledge Articles/Guides.
- Experience in identifying and resolving problems with computer hardware and software.
- Experience in using applications software to develop custom products
- Experience in Microsoft Office 365, specifically in Outlook, Word, Excel, Access, OneNote, Teams, PowerPoint
- Experience in Salesforce, Service Now, or other ticketing software
- Experience in Jira or other issue and project tracking software

### Working Environment
- Activities are performed in an environmentally controlled office setting subject to extended periods of sitting, keyboarding and manipulating a computer mouse.
- Required to stand for varying lengths of time and travel moderate distances to perform work
- Frequent bending, reaching, lifting, pushing and pulling up to 25 pounds
- Regular activities require ability to quickly change priorities which may include and/or are subject to resolution of conflicts
- Ability to clearly communicate verbally, read, write, see and hear to perform essential functions
- Regular use of standard office equipment including, but not limited to: computer workstation/laptop (keyboard, monitor, mouse), printer, fax, calculator, copier, telephone and associated computer technology peripherals
- This position receives regular review of objectives

### Department Statement
Arizona State University’s Mary Lou Fulton Teachers College creates knowledge, mobilizes people and takes action to improve education. Nationally recognized as a leading innovator in teacher education and scholarly research, Mary Lou Fulton Teachers College prepares over 1,500 educators annually through bachelor's, master's and doctoral degree programs.

Working with a mindset of creative intrapreneurship to bring positive change within organizations, Mary Lou Fulton Teachers College brings people and ideas together to improve student outcomes. We seek to develop a renewable resourcefulness in individual educators, in schools, in school districts and in communities.
In line with the charter and design principles of Arizona State University, Mary Lou Fulton Teachers College asserts the following four core values:

- Pursue excellence at scale to achieve impact
- Exercise leadership through innovation
- Champion diversity of people and ideas
- Share responsibility for the strength of communities

### ASU Statement

Arizona State University is a new model for American higher education, an unprecedented combination of academic excellence, entrepreneurial energy and broad access. This New American University is a single, unified institution comprising four differentiated campuses positively impacting the economic, social, cultural and environmental health of the communities it serves. Its research is inspired by real world application blurring the boundaries that traditionally separate academic disciplines. ASU serves more than 90,000 students in metropolitan Phoenix, Arizona, the nation's fifth largest city. ASU champions intellectual and cultural diversity, and welcomes students from all fifty states and more than one hundred nations across the globe.

ASU is a tobacco-free university. For details visit [www.asu.edu/tobaccofree](http://www.asu.edu/tobaccofree)

AmeriCorps, Peace Corps, and other national service alumni are encouraged to apply.

Arizona State University is a VEVRAA Federal Contractor and an Equal Opportunity/Affirmative Action Employer. All qualified applicants will be considered without regard to race, color, sex, religion, national origin, disability, protected veteran status, or any other basis protected by law.

### Instructions to Apply

Application deadline is 3:00PM Arizona time on the date indicated.

Please include all employment information in month/year format (e.g., 6/88 to 8/94), job title, job duties and name of employer for each position.

Resume should clearly illustrate how prior knowledge and experience meets the Minimum and Desired qualifications of this position.

ASU does not pay for travel expenses associated with interviews, unless otherwise indicated.

Only electronic applications are accepted for this position.

### Instruction for ASU Online Employment Applications

Go to the ASU Human Resources site: [https://cfo.asu.edu/hr-applicant](https://cfo.asu.edu/hr-applicant) and scroll down to Jobs at ASU.

- Select **External Staff Job Opportunities** if you’re not currently an ASU employee (you must create an account or enter existing account information).
- Select **Internal Staff Job Opportunities** if you’re a current ASU employee.
- Enter **Requisition ID 45219BR** in the Search box.
- Click the red job title to view the entire job description.
- To apply, select the check box to the left of the job title and click on **Apply to job(s)** at the bottom of the screen.
- Click **Let’s get started** to begin the application process.