Technology Support Analyst, Sr.
(Job Number: 65848BR)

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<th>Campus Location</th>
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<td>Full-Time/Part-Time</td>
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<td>Grant Funded Position</td>
<td>This is a grant-funded position and is contingent on future grant funding.</td>
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<td>Salary</td>
<td>$46,656 - $72,000 per year; DOE</td>
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<td>Close Date</td>
<td>March 3, 2021</td>
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Job Description
The Tech Support Analyst Senior role provides support to faculty, staff, and students of the Mary Lou Fulton Teachers College who are utilizing a variety of technology tools. Work typically involves a combination of providing expert advice, troubleshooting on one or more software products, and acting as a service support leader. This includes system support, administering and maintaining shared-use systems, communicating with users and user groups on technology topics, providing instruction, and evaluating, recommending, and installing technological solutions to new problems or situations. This position will be critical to the implementation, and transition of student support systems used by Teachers College students, faculty and staff.

Essential Duties
- Leads support for the product, including publicity, training, expert trouble-shooting and advice, vendor interface, and advocacy.
- Maintains a high degree of technical knowledge and expertise on one or more technology products through research, personal use, vendor presentations, and training.
- Advises customers on standard tools and combinations of tools that are available, or that may be purchased to meet specific needs. This may include evaluating and analyzing technology products and recommending appropriate implementation to individual customers, groups of customers, or for general use.
- Acts as a technology liaison for one or more groups of customers: Establishes and maintains effective communication with customers, understands the groups interests and technology needs, advocates for them inside and outside of the university, maintains regular communications with them on technology topics, helps with technology planning, and facilitates solutions to problems.
- Provides technical support to the ASU community via telephone, e-mail, and Salesforce (CRM) software.
- Provides technical configuration and support to the ASU community on a variety of software systems that include student information systems, assessment management systems, database systems, survey systems, etc.
- Identifies causes of reported problems when software applications are not operating properly and takes appropriate action.
- Repairs or resolves a wide variety of problems and confers with or escalating problems to team members, vendors, contractors, or others in the university to assure that a resolution is reached in a timely manner.
- Engages in projects to develop and improve routine procedures and document the results.
- Mentors and trains staff responsible for delivering various routine services.
- Develops and delivers instructional short courses on the use of supported technology products and provides personalized instruction to meet specialized needs.
- Uses application software such as database management systems, web page development tools, desktop publishing tools, and presentation tools to develop custom products to meet user needs.
- Assists with strategic planning activities related to the development, implementation, maintenance and operations of technology necessary to support the college.
- Tests newly set up equipment to assure that it works in coordination with other associated products. This includes the testing and implementation of software upgrades.
- Collaborates and teams with others on a variety of technology support projects.

**Minimum Qualifications**

Bachelor’s degree in technology or related field AND two years’ experience providing information technology services; OR, Six 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 6 months of experience.

**Desired Qualifications**

- Evidence of effective communication skills, both verbal and written.
- Experience analyzing, planning and establishing priorities.
- Experience in working both independently and as part of a team.
- Experience in establishing, developing, and maintaining effective, cooperative working relationships both within and across organizational areas.
- Considerable knowledge of one or more technology products sufficient to provide expert trouble-shooting and advice.
- Knowledge of relevant technology tools sufficient to answer customer questions about use and to recommend configurations to meet specific needs.
- Experience in identifying and resolving problems with computer hardware and software and/or with media equipment.
- Experience in process improvement methods and approaches.
- Experience in developing and delivering instruction and training to a variety of audiences. This includes in person training and written guides.
- Experience with data collection and analysis methods, techniques, and procedures.
- Evidence of problem-solving skills with the ability to identify opportunities for use of technology solutions to improve efficiency and reduce errors.
- Experience working with Microsoft Office 365 tools (Office Suite, SharePoint, Visio, Project).
Experience with a variety of software systems: Case management/ticketing systems, student information systems, assessment management systems, database systems, etc.

Working Environment
Activities are primarily performed in a regular, climate-controlled office setting subject to extended periods of sitting, standing, walking. Visual acuity and manual dexterity associated with daily use of desktop computer; bending, stooping, reaching and lifting up to 20 pounds. Ability to clearly communicate verbally in English, read, write, see and hear to perform essential duties. Regular review of completed tasks.

Department Statement
ASU’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 6,600 educators annually.

MLFTC faculty create knowledge by drawing from a wide range of academic disciplines to gain insight into important questions about the process of learning, the practice of teaching and the effects of education policy.

MLFTC mobilizes people through bachelor’s, master’s and doctoral degree programs, through non-degree professional development programs and through socially embedded, multilateral community engagement.

MLFTC takes action by bringing people and ideas together to increase the capabilities of individual educators and the performance of education systems.

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 80,000 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

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.

Notice of Availability of the ASU Annual Security and Fire Safety Report
In compliance with federal law, ASU prepares an annual report on campus security and fire safety programs and resources. ASU’s Annual Security and Fire Safety Report is available online at

Relocation Assistance – For information about schools, housing child resources, neighborhoods, hospitals, community events, and taxes, visit https://cfo.asu.edu/relocation-services.

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<td>Background Check Statement</td>
<td>ASU conducts pre-employment screening for all positions which includes a criminal background check, verification of work history, academic credentials, licenses, and certifications. Employment is contingent up successful passing of the background check.</td>
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<td>Instructions to Apply</td>
<td>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. Only electronic applications are accepted for this position. <a href="https://cfo.asu.edu/applicant">https://cfo.asu.edu/applicant</a></td>
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