

IT Analyst: IT Analyst II

Operates in one or more of the following: personal computer applications training, data control and scheduling coordination, systems administration, data security administration, and associated fields.

Knowledge

Frequent use and general knowledge of industry practices, techniques and standards. General application of concepts and principles.

Problem Solving

Develops solutions to a variety of problems of moderate scope and complexity. Refers to policies and practices for guidance.

Discretion/Latitude

Works under only very general supervision. Work is reviewed for soundness of judgment and overall adequacy and accuracy.

Impact

Contributes to the completion of organizational projects and goals. Errors in judgement or failure to achieve results would normally require a moderate expenditure of resources to rectify.

Liaison

Frequent internal company and external contacts. Represents organization on specific projects.

Work Products

Identifies and confirms user requirements for new systems, system enhancements, PC software, network connectivity and handheld computers. Identifies, diagnoses and resolves technical problems. Analyzes and documents problems, recommends solutions and initiates corrective actions. Follows up on problem resolution and informs clients of status. Troubleshoots problems as they relate to PC hardware, software, network connectivity and handheld computers.

Minimum Education and Experience

3+ years directly related experience with Bachelor's Degree in Information Technology, Business Administration or related field. Intermediate MS Word, PowerPoint and Excel skills.