

# IT Analyst

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.

	Level 1	Level 2	Level 3	Level 4
	IT Analyst I	IT Analyst II	IT Analyst III	Sr. IT Analyst
Knowledge	Limited use and/or application of basic principles, theories and concepts. Limited knowledge of industry practices and standards.	Frequent use and general knowledge of industry practices, techniques and standards. General application of concepts and principles.	Complete understanding and application of principles, concepts, practices and standards. Full knowledge of industry practices	Contributes to the development of new concepts, techniques and standards. Considered expert in field within the organization.
Problem Solving	Solves routine problems of limited scope and complexity by following established policies and procedures.	Develops solutions to a variety of problems of moderate scope and complexity. Refers to policies and practices for guidance.	Develops solutions to a variety of complex problems. May refer to established precedents and policies.	Develops solutions to complex problems that require the regular use of ingenuity and innovation. Ensures solutions are consistent with organization objectives.
Discretion/Latitude	Work is closely supervised. Follows specific, detailed instructions.	Works under only very general supervision. Work is reviewed for soundness of judgment and overall adequacy and accuracy.	Work is performed under general direction. Participates in determining objectives of assignment. Plans schedules and arranges own activities in accomplishing objectives. Work is reviewed upon completion for adequacy in meeting objectives.	Work is performed without appreciable direction. Exercises considerable latitude in determining objectives and approaches to assignment.
Impact	Contributions are usually limited to task-related activities. Errors do not typically have a major effect on the organization.	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.	Exerts some influence on the overall objectives and long-range goals of the organization. Erroneous decisions or failure to achieve objectives would normally have a serious effect upon the administration of the organization.	Effects of decisions are long-lasting and heavily influence the future course of the organization. Errors in judgment or failure to achieve results would result in the expenditure of large amounts of company resources.
Liaison	Contacts are primarily with assigned employee group. Acts as internal customer support for benefit related issues.	Frequent internal company and external contacts. Represents organization on specific projects.	Represents organization as a prime contact on contracts or projects. Interacts with senior internal and external personnel on significant matters often requiring coordination between organizations.	Serves as consultant to management and special external spokesperson for the organization on major matters pertaining to its policies, plans and objectives.
Work Products	Provides technical end-user technical support. Installs, integrates and maintains computer systems. Connects personal computers and terminals to existing data networks. Installs software and instructs users in the use of personal computers and networks. Creates, updates and closes support tickets as required using Remedy System. Supports company staff with cell phone and Backberry needs, including the coordination of new connectivity and/or the repair or replacement of technical equipment. Sets up and deploys loaner laptops and creates property passes. Maintains property pass records for loaned PC/Peripherals following established guidelines.	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.	Ensures that system updates are fully tested and operable. Communicates and documents changes to all staff and ensures that updates are reflected in the IT procedures and policies. Maintains assigned software inventory report. Orders software, audio/video and computer peripherals. Assists in the preparation of technical systems documentation and user manuals.	Works with management to investigate and review needs, obtains price quotes and makes recommendations. Monitors contract compliance and monitors systems compliance with established IT policies, guidelines and standards. Partners in the development of procedural and operational recommendations of existing and new technologies to department management.

	Level 1	Level 2	Level 3	Level 4
	IT Analyst I	IT Analyst II	IT Analyst III	Sr. IT Analyst
Minimum Education and Experience	1+ years directly related experience with Bachelor's Degree in Information Technology, Business Administration or related field. Basic MS Word, PowerPoint and Excel skills.	3+ years directly related experience with Bachelor's Degree in Information Technology, Business Administration or related field. Intermediate MS Word, PowerPoint and Excel skills.	6+ years directly related experience with Bachelor's Degree in Information Technology, Business Administration or related field. Advanced MS Word, PowerPoint and Excel Skills.	10+ years directly related experience with Bachelor's Degree in Information Technology, Business Administration or related field. Advanced MS Word, PowerPoint and Excel skills.