

Job Description

Position Title: Analyst 1, Educational Technology

Job Family: Information Technology

Job Level: Support & Service – Senior

FLSA Status: Non-Exempt

Salary Grade: 04

Position Summary:

The Educational Technology Analyst 1 provides AV systems tier 2 troubleshooting support to the campus IT teams and performs routine maintenance on the AV systems. Develops reports, prepares documentation and training materials, and updates knowledge base articles.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Provides responsive customer support and troubleshoots hardware, software, and AV systems in classrooms and other college spaces, using technical documentation and system specifications.
2. Creates documentation for new systems and troubleshooting processes.
3. Supports advanced AV systems and leads basic AV projects.
4. Commissions newly installed AV systems.
5. Contributes to academic technology projects.
6. Engages with various stakeholders (faculty, campus, and academic leadership, facilities, etc.) to define and document technology needs.
7. Researches the technical requirements for requested technologies/equipment for integration into the Pima network, analyzes and applies findings, and prepares supporting documentation.
8. Serves as a liaison with other IT units.
9. Researches and tests new, emerging, and innovative technologies for classroom use.
10. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of computer and network operating systems
2. Knowledge of internal and external customer service principles and practices
3. Knowledge of project management principles, processes, and techniques
4. Skill in installation, repair, and maintenance of network and/or computer hardware, software, and peripherals
5. Skill in current and applicable hardware, software, and peripheral equipment

6. Skill in verbal and written communication with the ability to explain technical concepts to audiences with a wide range of technical skills
7. Skill in performing a variety of duties, often changing from one task to another of a different nature
8. Skill in positive, productive, and flexible customer service
9. Skill in problem solving
10. Ability to apply analytical and critical thinking skills with the ability to draw conclusions and prepare accurate reports of results
11. Ability to operate relevant equipment required to complete assigned responsibilities for the position
12. Ability to develop and maintain effective and positive working relationships
13. Ability to adapt to a rapidly changing technical environment
14. Ability to work with independently as well as in a team environment

Supervision:

- Not responsible for supervising the work of others.

Independence of Action:

- Results are defined and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Student Success: Allows the opportunity to support student success as well as improve access and retention.
- Information and Analytics: Allows ability to be a data leader. Provides a holistic representation of College's performance as well as data trends or issues.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Vocational or technical training/High school diploma or GED in Information Technology or a closely related field of study required.
- Bachelor's degree in Information Management or a closely related field of study preferred.
- Up to one (1) year of related experience required.
- One (1) to three (3) years of related technical experience preferred

- Certified Technology Specialist (CTS) certification from AVIXA preferred

or

- An equivalent combination of certification, education, and experience sufficient to successfully perform the essential duties of the job, such as those listed above.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to position or transport light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Pre-employment Background Check Required
- DMV Check/Current and Valid AZ Driver's License
- Some evening or weekend work hours