



**UNITED WAY OF TUCSON AND SOUTHERN ARIZONA**  
**Position Description**  
**Technology Support Analyst**  
**October 2018**

**Job Summary:**

This position provides technology support to all staff and to assist the IT Director with outstanding projects in the administration of technology systems and services. This position reports to the Director of Information Technology.

This individual performs a variety of Information Technology support tasks to ensure delivery of technology services with minimal disruption of business hours up-time; Proactively monitors, operates, coordinates, assists and trains others in the operation of computer hardware, software, and peripherals; Utilizes computer equipment, software and diagnostic tools to perform a broad range of IT assistance to staff; Works independently with minimal supervision; Updates supervisor on status of projects and technical issues; Exercises judgment and creativity in selecting and applying procedures correctly, and determines when to refer problems to the supervisor or the next level of support.

**Responsibilities:**

- Assists with the analysis of use cases and business requirements for current digital innovation initiatives and maturing the IT operations.
- Monitor, prioritize, and triage Help Desk requests for incidental technology support;
- Provides technical support and troubleshooting in the use of personal computer hardware, software, cloud applications, mobile devices, and audio/visual systems.
- Installs and repairs server and PC software, hardware and peripherals;
- Diagnoses and troubleshoots technical problems and implements corrective action procedures and/or escalates to specialized staff or vendor support personnel;
- Administers user accounts and information security policies;
- Develops and maintains procedural documentation;
- Assists with technical and systems administration projects as assigned;

**Qualifications, Skills and Abilities**

- Associates Degree in Information Technology or related field
- 3+ years experience in Information Technology operations
- Able to provide professional and effective customer service in a fast-paced team-oriented environment by communicating in writing and verbally with team members, Management, vendors, community partners, and clients;
- Ability to prioritize tasks and manage expectations;
- Detail-oriented and complex troubleshooting and problem solving ability;
- Ability to handle sensitive information in a confidential manner;
- Project management and organizational skills;
- Excellent written and verbal communication skills including clear, concise, and accurately written documents with correct grammar, spelling, and organization of appropriate content;
- Must possess a current and valid driver's license, current automobile insurance, and access to a reliable vehicle;
- Ability to occasionally lift 60 pounds;
- Preferred experience managing virtualization systems, primarily VMware, especially vSphere, vCenter, ESXi, Horizon virtual desktops, Mirage imaging;
- Preferred experience with the administration, configuration, and user support of a variety of software applications.

Thank you for your interest in this position. Please email resume and cover letter to:

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