<table>
<thead>
<tr>
<th><strong>Title</strong></th>
<th>Information Technology Support Analyst (Night Shift) – Job # S21451</th>
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<tbody>
<tr>
<td><strong>Department</strong></td>
<td>University Information Technology Services</td>
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<tr>
<td><strong>Location</strong></td>
<td>Main Campus</td>
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**Position Summary**

University Information Technology Services, within The University of Arizona, is accepting applications for the position of Information Technology Support Analyst. The shift for this job is Tuesday through Friday 8:00 p.m. to 6:00 a.m. The Information Technology Support Analyst performs basic information technology support activities in some combination of the following: systems administration, network administration, applications systems design/development, database design/development or administration, web site design/development and/or workstation/end user support.

UI TS – http://uits.arizona.edu  
UI TS – Where We Put U First in IT  
UI TS is a 300 plus-member service unit with a mission to support and enhance the University’s ability to fulfill its objectives by providing effective and efficient computing and communications solutions. UI TS acts as a facilitator and proactive coordinator of integrative technology services for campus. We are committed to supporting a technological foundation that enhances learning, research and business, recognizing that to serve the campus well we must promote user self-sufficiency, easy access to information, and collaborative relationships with users.

UI TS supports and works collaboratively with all three communities of our campus: staff, faculty, and students.  
UI TS is committed to high-quality, value-added services delivered through strong values of respect, integrity, and transparency.  
UI TS provides two mission-critical IT components to the campus: Infrastructure & Client Services and Enterprise Applications.

**Outstanding UA benefits include health, dental, and vision insurance plans; life insurance and disability programs; paid vacation, sick leave, and holidays; UA/ASU/NAU tuition reduction for the employee and qualified family members; state retirement plan; access to UA recreation and cultural activities; and more!**

The University of Arizona has been recognized on Forbes 2015 list of America’s Best Employers in the United States and has been awarded the 2015 Work-Life Seal of Distinction by the Alliance for Work-Life Progress! For more information about working at the University of Arizona, please [click here](http://uits.arizona.edu).

**Duties & Responsibilities**

- Installs, configures and performs routine maintenance on systems hardware and software including servers and operating systems. Creates and maintains user accounts.
- Maintains, monitors and supports data and voice networks including client connectivity, authorization and authentication mechanisms.
- Participates in designing, analyzing, implementing and maintaining applications systems. Writes and maintains computer code and tests applications.
- Utilize Enterprise Monitoring Platforms to monitor campus services, networks, systems hardware, and batch processing schedules.
- Respond to tier 2 technical issues via ticketing systems, phone calls, email, and instant messaging.
- Responsible for Windows and Unix OS patching.
- Responsible for systems backups via enterprise backup applications.
- Deploy Windows and Unix based systems to VMWare, Amazon Web Services, and Microsoft Azure virtual infrastructure.
- Responsible for updating DNS/DHCP records in both Windows and Unix environments
- Create/Maintain thorough and concise documentation for technical work performed, business processes, and change management.
- Assume and perform other duties and responsibilities not specifically outlined herein, but which are logically and properly inherent to the position.
- Implements and monitors computer security and quality assurance procedures and maintains associated required documentation.
- Participates in research of current and emerging computing technologies.

### Knowledge, Skills, & Abilities
- Knowledge of the theory, principles and practices in area of assignment that may include systems administration, network systems administration, applications design/development, database design/development or administration, web site design/development and/or workstation/end user support.
- Skill in providing information technology related customer service to users having varying levels of technical expertise.
- Skill in analyzing computer hardware and software problems.
- Skill in working independently and as part of a team.
- Ability to communicate effectively verbally and in writing.

### Minimum Qualifications
Please see Arizona Board of Regents Minimum Qualifications below.

Three years of information technology experience in area of assignment which may include system administration, network systems administration, applications design/development, database design/development or administration, web site design/development or administration and workstation/end user support; OR, an Associates degree in Information Technology or related area AND two years of information technology experience in area of assignment which may include system administration, network systems administration, applications design/development, database design/development or administration, web site design/development and workstation/end user support; OR, Any equivalent combination of experience, training and/or education.

### Arizona Board of Regents Minimum Qualifications

### Preferred Qualifications
- Experience working in a 24/7 NOC/Operation Center environment
- Technical Certifications
- Experience with any of the following applications/Services:
  - Microsoft Exchange, Skype for Business, Windows Powershell, Active Directory, MSSQL, SCCM, Office
  - Amazon Web Services, EC2, S3, Glacier
  - Azure
  - BIND DNS
  - BMC Control-M
  - HP Data Protector
  - IBM Datastage
  - VMWare VSphere
  - Zabbix

### Full Time/Part Time
Full Time
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<tr>
<th><strong>Posting Number</strong></th>
<th>S21451</th>
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<tbody>
<tr>
<td><strong>Number of Hours Worked per Week</strong></td>
<td>40</td>
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<tr>
<td><strong>Job Category</strong></td>
<td>Computer, Engineering and Technical</td>
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<tr>
<td><strong>Benefits Eligible</strong></td>
<td>Yes - Full Benefits</td>
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<tr>
<td><strong>FLSA</strong></td>
<td>Non-Exempt</td>
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<tr>
<td><strong>Posted Rate of Pay</strong></td>
<td>$19.16 Per Hour</td>
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<tr>
<td><strong>Type of criminal background check required:</strong></td>
<td>Fingerprint criminal background check (security sensitive due to title or department)</td>
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<tr>
<td><strong>Posting Number</strong></td>
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<tr>
<td><strong>Limited to Current UA Employees</strong></td>
<td>No</td>
</tr>
<tr>
<td><strong>Contact Information for Candidates</strong></td>
<td>Monica Piwowar Tacconi; <a href="mailto:tacconi@email.arizona.edu">tacconi@email.arizona.edu</a></td>
</tr>
<tr>
<td><strong>Open Date</strong></td>
<td>04/29/2016</td>
</tr>
<tr>
<td><strong>Review Start Date</strong></td>
<td>05/04/2016</td>
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<tr>
<td><strong>Close Date</strong></td>
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<td><strong>Open Until Filled</strong></td>
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