<table>
<thead>
<tr>
<th>Title</th>
<th>Information Technology Support Analyst – Job # S21452</th>
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<tbody>
<tr>
<td>Department</td>
<td>University Information Technology Services</td>
</tr>
<tr>
<td>Location</td>
<td>Main Campus</td>
</tr>
</tbody>
</table>

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 Sunday through Wednesday, 6:00 a.m. to 4:00 p.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.

UITS – http://uits.arizona.edu
UITS – Where We Put U First in IT
UITS 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. UITS 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.
UITS supports and works collaboratively with all three communities of our campus: staff, faculty, and students.
UITS is committed to high-quality, value-added services delivered through strong values of respect, integrity, and transparency.
UITS 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](#).

### 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/designation or administration 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.

**Arizona Board of Regents Minimum Qualifications**

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/designation or administration and工作站/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/designation and工作站/end user support; OR, Any equivalent combination of experience, training and/or education.

**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, MSQL, 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
<table>
<thead>
<tr>
<th><strong>Number of Hours Worked per Week</strong></th>
<th>40</th>
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<tbody>
<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>
</tr>
<tr>
<td><strong>Posted Rate of Pay</strong></td>
<td>$19.16 Per Hour</td>
</tr>
<tr>
<td><strong>Type of criminal background check required:</strong></td>
<td>Fingerprint criminal background check (security sensitive due to title or department)</td>
</tr>
<tr>
<td><strong>Posting Number</strong></td>
<td>S21452</td>
</tr>
<tr>
<td><strong>Number of Vacancies</strong></td>
<td>One</td>
</tr>
<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>
</tr>
<tr>
<td><strong>Open Until Filled</strong></td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Quick Link for Internal Postings</strong></td>
<td><a href="http://uacareers.com/postings/10173">http://uacareers.com/postings/10173</a></td>
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