Nature of Work

This is journeyman level work in computer support of computer hardware and/or software. The Computer Analyst 2 position is found in operations large enough to require some advanced level computer support. At this level, the analyst is expected to be able to perform the full range of computer analyst duties for the position.

This work is distinguished from Computer Analyst 1 in that more complex tasks are performed. The work is distinguished from a Computer Analyst 3 in the lack of significant lead worker responsibility and limited roles in program or project responsibility, and the lack of full responsibility for highly technical tasks.

Examples of Work

(These examples are intended to illustrate the various types of work performed by employees with this title. All of the work performed by incumbents with this title may not be listed, nor are all of the examples listed performed by every incumbent.)

Writes advanced computer programs requiring an in depth knowledge of several software languages (e.g. SAS,C) and/or the use of a variety of software applications. May prepare advanced administrative or research reports and documentation.

Maintains or assists in the maintenance of PC's/ workstations and peripheral equipment requiring daily support. Incumbent is usually involved in installing new applications and new equipment. Handles routine problems in troubleshooting outside the college/department LAN.

Provides user services support by providing technical information and assistance on a wide range of mainframe and PC applications. Provides training and instruction to users on a variety of applications and uses of the computer system.

Incumbent may serve as project leader or program manager over small projects or programs, often of short duration.

Provides technical computer operations support for a computer system. May maintain routine records on usage for billing or documentation purposes.

Minimum Qualifications

Bachelor's degree and at least 2 years of professional level computer experience.