Kansas Board of Regents
Position Description for
Technology Support Analyst

Date: November 15, 2022

Name: 

Position No.: K0229746

Supervisor: Director of Information Technology

Brief Description of Position: The Technology Support Analyst (TSA), under the supervision of the Director of Information Technology (IT), will assist in the implementation and support of software and hardware computing systems and associated peripherals for the Kansas Board of Regents. The TSA will be responsible for all conference room technologies and will be responsible for monitoring workstation and other user help-desk requests. The TSA will ensure the technical problem resolution is effective and prompt. In addition, the TSA will assist in network and workstation administration. This position will primarily work remotely; however, in person work at the Topeka office will be required as needed or as directed. The TSA must reside in Kansas.

Position Duties:

- Assists the Director of IT in troubleshooting, monitoring, and maintaining the network health and security for the KBOR LAN
- Implements and maintains procedures to ensure data security and integrity
- Administers phone service for KBOR
- Assists the Director of IT in the annual Continuity of Operations (COOP) testing
- Assists the Director of IT perform annual risk assessments
- Maintains a healthy Active Directory environment.
- Provides end-user support for all issues related to software, hardware, and the LAN
- Ensures end-user satisfaction
- Tests, installs, and maintains system and application software
- Installs and maintains technology infrastructure (computers, servers, video equipment, telephones, etc.).
- Configures or adjusts hardware and software for desired features and performance
- Maintains knowledge of technology innovations and trends by attending training sessions for appropriate technologies in the areas of voice, data, and video communication hardware and software
- Runs hardware and software diagnostic programs to isolate and diagnose technical problems; uses available programs to detect and prevent the spread of computer viruses and to retrieve lost data.
- Administers Office 365 environment: email, SharePoint, Teams, storage, etc.
- Manage and maintain servers
- Configures File and Print services
- Configures and manages Microsoft Group Policy
- Manages Virtual Machines, Clones, and Templates
- Performs other duties as assigned

**Supervisory Duties:** No

**Required Qualifications:**

- Associates Degree from an accredited institution in Information Technology or a related field, or one year work experience in information technology help desk support
- Experience working with Microsoft Active Directory
- Experience working with Microsoft Server and Desktop Operating systems and applications
- Experience installing and maintaining software packages
- Knowledge of basic network fundamentals (DNS, TCP/IP, etc...)
- Ability to troubleshoot software, hardware, printer, and network problems
- Ability to explain technical issues to technical and nontechnical employees
- Ability to work as part of a team and individually
- Strong analytical skills, organization, interpersonal and communication skills (written and verbal); ability to prioritize, take initiative, and follow through to completion with multiple projects
- Must be able to pass a KBI Level 2 security check

**Preferred Qualifications:**

- Experience managing Microsoft Servers
- Experience working with and managing VMWare
- Experience with Linux
- Experience Managing Microsoft Active Directory
- Experience with data security procedures and policies
- Experience with SharePoint development