



Position Title: IT Analyst, Knowledge
Reports To: Manager, Communications Systems
Department: Information Technology (IT)
Prepared By/Date: Donna French/03-09-2012
Approved By/Date: Bill Dickhaus/03-09-2012
Revised:

Job Code: 0478
Job Group: PEC
Salary Grade: 15
FLSA Status: Exempt

Summary:

The IT Knowledge Analyst is responsible for the creation and maintenance of homogenous documentation processes to support the needs of the department. Responsible for coordinating the documentation of network diagrams, systems configurations, facilities drawings and other technical information as assigned.

Essential Duties and Responsibilities:

- Coordinates the documentation activities to maintain and improve documentation standards, quality, creation process and delivery
- Analyzes documents of different nature and identifies inaccuracies requiring corrective actions
- Designs, reviews and maintains technical documentation prepared by technical staff to ensure completeness, consistency and conformity to prescribed formats.
- Independently gathers source material through meetings and interaction with staff to stay abreast of documentation needs and updates
- Works with other managers to obtain acceptance of documentation deliverables and to ensure that knowledge management goals are met
- Creates and contributes to training documentation including manuals and job aids.
- Promotes teamwork by developing strong, productive and cooperative work relationships with other team members
- Supervises part-time documentation staff
- Performs other duties as assigned

Knowledge, Skills and Abilities:

- Knowledge of Information Technology Infrastructure Library (ITIL)
- Ability to manage complex simultaneous tasks and prioritize them in a fast paced environment.
- Detail-oriented reporting skills
- Possess strong written and verbal communication skills
- Advanced proficiency in MS Visio and Microsoft Office (Word, Excel, Power Point, Access)
- General knowledge of AutoCAD
- Working knowledge of telecommunications infrastructure
- Good problem solving and analytical skills
- Ability to work efficiently in a dynamic environment, both with and without direct supervision
- Ability to learn new skills
- Ability to work well in a multi-ethnic and multi-cultural environment with students, faculty and staff

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the noise level in the work environment is usually quiet.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand and reach with hands and arms. The employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls; and talk or hear. The employee is occasionally required to walk and sit.

The employee must occasionally lift and/or move up to 10 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Essential Personnel:

Non-Essential

Minimum Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Master's degree in a related field of study and two (2) years of progressive experience in an IT environment performing technical writing and/or documentation functions; or Bachelor's degree in a related field of study and six (6) years of progressive experience in an IT environment performing technical writing and/or documentation functions
- Experience developing technical documentation including network diagrams and systems configurations, developing architecture, database and network design documents
- Experience as part of an IT services and delivery team

ACKNOWLEDGEMENT

I have read and acknowledge receipt of a copy of my job description.

Signature

Date

Printed Name