



COMMONWEALTH OF KENTUCKY JOB CLASS SPECIFICATION

IT CUSTOMER SUPPORT ANALYST SENIOR

Job Number: 21005069

Job Code: 73460V250216

Job Group: 7300 - INFORMATION MANAGEMENT SYSTEMS

Job Established: 02/16/2025

Job Revised:

Grade: 12 Salary (MIN - MID):

\$18,680-\$28,020 - Hourly

\$3,035.50-\$4,553.26 - 37.5 Hr. Monthly Salary

\$3,237.88-\$4,856.80 - 40 Hr. Monthly Salary

Special Entrance Rate:

\$23,654 - Hourly

\$3,843.78 - 37.5 Hr. Monthly Salary

\$4,100.04 - 40 Hr. Monthly Salary

PROBATIONARY PERIOD:

This job has an initial and promotional probationary period of 6 months, except as provided in KRS 18A.111.

CHARACTERISTICS OF THE JOB: *Characteristics of a job are general statements indicating the level of responsibility and discretion of positions in that job classification. These are not intended to be an exhaustive list.*

Within Commonwealth of Technology (COT) and non-consolidated agencies, provides Information Technology (IT) technical support in a Help Desk/Service Desk environment. Provides assistance to users in identifying and diagnosing advanced issues that requires troubleshooting functions to identify core problem and determine resolution; and performs other duties as required.

MINIMUM REQUIREMENTS:

EDUCATION:

High school graduate.

EXPERIENCE, TRAINING, OR SKILLS:

Two years of experience as an IT Customer Support Analyst or three years of experience in IT customer service, computing systems support, or production support.

Substitute EDUCATION for EXPERIENCE:

Additional education in computer science, business or public administration, or a related field will substitute for required experience on a year-for-year basis.

Substitute EXPERIENCE for EDUCATION:

Additional experience in IT customer service, computer systems support, or production support will substitute for the education requirement on a year-for-year basis OR a certification in an IT-related field will substitute for the required education.

SPECIAL REQUIREMENTS (AGE, LICENSURE, REGULATION, ETC.):

NONE

EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE JOB CLASSIFICATION: *Examples of duties or responsibilities are not to be construed as describing what the duties or responsibilities of any position shall be and are not to be construed as limiting the appointing authority's ability to assign, or otherwise alter the duties and responsibilities of a position. This is not intended to be an exhaustive list.*

Provides IT technical support in a Help Desk/Service Desk environment. Provides technical assistance to users in identifying and diagnosing advanced issues and problems as they relate to computing capabilities. Provides troubleshooting to identify core problem and determine resolution. Categorizes and records complex reported issues and advises users on the appropriate courses of action. Mentors staff. Assesses customer issues, using an intermediate knowledge of desktop related hardware, software, and operating systems. Logs and tracks customer issues within the current IT Service Management platform. Provides all pertinent information concerning the status of the issue including initial description details as well as all notes and resolution details. Collaborates with technical support groups to ensure issues are escalated in a timely manner and provides feedback and updates to the customer via ticket notes and emails as needed. Contributes to the creation of documentation and knowledge base articles to build a support library and aid in the overall customer support experience.

UNIQUE PHYSICAL REQUIREMENTS:

Any unique physical requirements necessary to perform the duties of a specific position will be listed on the individual position description, if applicable.

TYPICAL WORKING CONDITIONS: *Incumbents in the job will typically perform their job duties under these conditions.*

Work is typically performed in an office environment or with secure remote connection technologies.

ADDITIONAL REQUIREMENTS:

Upon employment, employees in this job classification may be required to maintain a valid driver's license and may be required to drive a licensed vehicle. This status may be necessary for the length of time in this job classification. If this is necessary, it will be listed in the specific position description for the position at issue. Applicants and employees in this job classification may be required to submit to a drug- screening test and background check. Applicants and employees in positions which perform job duties that may require contact with offenders in the custody or supervision of the Department of Corrections or with youth in the care, custody, or supervision of the Department of Juvenile Justice must meet qualifications pursuant to the federal Prison Rape Elimination Act, 28 C.F.R.115.17 and 115.317

The Commonwealth of Kentucky does not discriminate on the basis of race, color, sex, disability, age, national origin, religion, sexual orientation, gender identity or expression, pregnancy or related medical condition, marital or familial status, ancestry, political affiliation, genetic information, or veteran status in accordance with state and federal laws.