



CLASS TITLE | SUPPORT ANALYST I

PAY GRADE: IT-32 | www.cityoftulsa.org/pay

Effective Date: 09/17/2025

CLASS CODE: 3632

PURPOSE OF THE CLASSIFICATION: Under general direction performs technical analysis, evaluation, design, maintenance, support, training and performance monitoring of new or modified computer applications, various operating systems, wireless systems and applications; and performs other related duties as assigned.

ESSENTIAL TASKS:

- Analyzes, evaluates, designs, and maintains various computer systems (e.g., desktops, laptops, phones), and wireless systems and applications
- Installs PC's, peripherals, software and modifications to software as necessary
- Provides PC and network support for users
- Analyzes and determines the most appropriate methods to correct hardware and software problems
- Performs system goal performance reviews to ensure proper functioning
- Acts as liaison between various City departments, as well as with various vendors and computer service representatives
- Provides instructions and written procedures to both technicians and users
- Reports to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Must meet one of the following criteria:

1. a) Completion of sixty (60) hours from an accredited college or university; **and**,
 b) Two (2) years' experience relevant to the essential tasks listed in this job description
2. a) Graduation from high school or possession of a General Education Development (GED) Certificate; **and**,
 b) Four (4) years of experience relevant to the essential tasks listed in this job description

Knowledge, Abilities and Skills:

Knowledge of:

- Techniques used in systems analysis and related maintenance procedures
- Considerable knowledge of computer hardware, OS, and wireless systems
- Knowledge of programming and of scripting concepts and techniques
- Good knowledge of at least one (1) generally recognized computer language

Ability to:



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- Plan, coordinate, evaluate, and lead the work of subordinates or less experienced co-workers
- Recognize, analyze, and solve system and software maintenance problems immediately, with little supervision
- Communicate effectively, both verbally and in writing
- Ability to document work

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional lifting up to 50 pounds; occasional carrying of up to 40 pounds; may be subject to extended periods of walking, standing, sitting, reaching, balancing, bending, kneeling, handling, feeling, climbing, smelling and twisting; vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Driver license

WORKING ENVIRONMENT: Working environment is primarily indoors, with some traveling to various City locations to provide computer related assistance.

EEO Code: N-02

Group: Clerical and Administrative

Series: Data Processing and Information Services