



CLASS TITLE | SUPPORT ANALYST II

PAY GRADE: IT-36 | www.cityoftulsa.org/pay

Effective Date: 09/17/2025

CLASS CODE: 3633

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

ESSENTIAL TASKS:

- Analyzes, evaluates, designs, and maintains various computer systems (e.g., desktops, laptops, tablets, phones), and wireless systems and applications
- Installs PC's, peripherals, software and modifications to software as necessary
- Provides advanced PC and network support for users
- Analyzes and implements the most appropriate methods to correct hardware and software problems
- Directs or performs system goal performance reviews to ensure proper functioning
- Schedules and maintains patches for all hardware and software
- 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
- Work in person and remotely with users to resolve computer and software-related issues
- 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 60 hours from an accredited college or university; **and**,
b) Three (3) years' experience relevant to the essential tasks listed in this job description **or** one (1) year as a Support Analyst I
2. a) Graduation from high school or possession of a General Education Development (GED) Certificate; **and**,
b) Five (5) years' experience relevant to the essential tasks listed in this job description **or** two (2) years as a Support Analyst II

Knowledge, Abilities and Skills:

Knowledge of:

- Techniques used in systems analysis and related maintenance procedures
- Considerable knowledge of computer hardware, OS, and wireless systems
- Programming and of scripting concepts and techniques



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- Good knowledge of at least one (1) generally recognized computer language

Ability to:

- Plan, coordinate, evaluate, and lead the work of subordinates or less experienced co-workers
- Recognize, analyze, and solve hardware and software issues 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 telephone; occasional lifting of up to 50 pounds; occasional carrying up to 40 pounds; occasional pulling up to 5 pounds; may be subject to extended periods of walking, standing, sitting, reaching, balancing, bending, kneeling, handling, feeling, climbing, smelling, twisting; and vision, speech and hearing sufficient to perform essential tasks.

Licenses and Certificates:

- a) Possession of a valid Class "D" Oklahoma Driver license; **and,**
- b) Class "C" Water/Wastewater license as issued by the Department of Environmental Quality (DEQ) (*some positions*)

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