Student Employment Position
User Support Analyst 2
Position number 0829991

Description:

Under the supervision of LAII's Associate Director for Program Development, provides user support and technical assistance, general problem analysis and resolution (troubleshooting), user training and instruction, and maintains and minimally develops the LAII website. 1) Executes general troubleshooting on user workstations, specifically supported software, hardware, and peripherals. 2) Provides individual instruction to users as to computer hardware and software use, best practices, and standard policy procedure. 3) Performs routine hardware and software maintenance in keeping with LAII's Standard Operating Policies and Procedures and maintains up to date documentation and inventory of LAII hardware and software. 4) Participates in the maintenance of credentials and security-related audits and analysis on end-user workstations and in general. 5) Maintains current knowledge of technologies employed at LAII. 6) Familiar with industry best practices in terms of the desktop computing environment, basic networking, and computing in general. 7) Maintain current knowledge of LAII and UNM policies as pertain to security, information assurance, and security protocols. 8) Performs other duties related to the maintenance of LAII's computing environment as needed. 9) Maintain and update content on LAII website while conforming to industry coding practices and UNM stylistic guidelines. 10) Ideally, perform audio and video editing of curriculum-related files.

Preferred Qualifications:

- Strong technical writing skills.

- Strong sense of professionalism and excellent customer-service.

- Adept in management of Active Directory; user account management and group policy.

- Experience using Windows 7 Automated Installation Kit to deploy standardized workstations in a heterogeneous environment. Basic knowledge of TCP/IPv4 Ability to perform basic audio and video editing.

- High-level knowledge of Windows 2008 Server, Active Directory, NTFS ACLs; Windows 7 32 and64-bit; some knowledge of Windows XP; supported software, including: Office 2010, Adobe Suite, and HTML/PHP/CSS.
• Knowledge of current industry standards and best practices in terms of security and risk mitigation as pertain to workstations and the computing environment in general Microsoft Sharepoint, Java.

• Ability to provide operational guidance and instruction to users, generate documentation geared for technical staff as well as end-users, analyze and resolve computer problems effectively.