



Job Title: Technical Support Analyst I

Department: Technology

Status: Full-time

Salary Range: \$44,811-50,975

Job Description: see below

Deadline for submission: Monday, May 11, 2026

Candidates should submit a cover letter and resume to Human Resources Director Sherry Lewis via email at lewiss@huntingtonwv.gov, apply in person at City Hall, Room 145 – Human Resources Office, or complete an online application at www.cityofhuntington.com by highlighting *City Government*, choosing *Employment Opportunities*, and clicking the link on that page for the online application. EOE

TECHNICAL SUPPORT ANALYST I

Job Category: Administrative

Department: Administration and Finance

Department: Technology

Job Code No.: IT-03

Pay Grade: A12

FLSA Status: Nonexempt

NATURE OF WORK

This is an administrative and technical position assisting in the implementation and maintenance of personal computers, peripherals, desktops and phones and providing application and technical support. The employee is responsible for assignments in the IT support queue and assisting senior IT staff with various tasks. The employee provides support for the City's established facilities through maintenance of PC-based hardware and software resources and serves as back-up system operator in providing support. The employee also provides initial technical support to the City's systems user base. The employee works under the direction of the Technology Director and other administrators within the Technology Department.

MINIMUM QUALIFICATIONS & SPECIAL REQUIREMENTS

- Graduation from an accredited college or university with an associate degree in computer science; minimum of two (2) years of experience in desktop/network support; or any equivalent combination of education and experience.
- Valid driver's license from state in which employee resides.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Configures and installs personal computers, peripherals and phones to City standards.
- Analyzes user requests and develops reports to support business needs.
- Provides basic operations and backup to the computer system.
- Maintains technical procedures and storage room in a manner to support the implementation of equipment.
- Utilizes support ticketing software.

- Responsible for the general assignments of support requests, communication and escalation of support requests and associated tickets.
- Responsible for the appropriate disposal of computer equipment in consultation with the Technology Director.
- Interfaces with vendors for equipment repair and software support.
- Participates in the development and modification of Technology projects.
- Resolves communication problems as needed.
- Promotes courtesy and professionalism throughout the City of Huntington.
- Other duties as assigned.

NECESSARY KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of computer operations (hardware and software) on Windows based computer systems.
- Knowledge of the capabilities and requirements of information technology equipment.
- Basic knowledge of networking and security.
- Working knowledge of Microsoft applications and the Internet.
- Skill in the operation of assigned equipment.
- Ability to communicate effectively, both verbally and in writing.
- Ability to handle confidential information in a discreet and professional manner.
- Ability to establish and maintain effective working relationships with employees, government officials and the public.

EQUIPMENT USED

Motor vehicle, telephone, PC, printer, copy machine, fax machine and various hand tools such as screwdriver, crimpers, wrenches, and power drill.

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 accommodation may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to use hands to finger, handle, feel or operate objects and to reach with hands and arms. The employee is frequently required to sit, stand, walk, talk, see, hear and smell. The employee frequently lifts and/or moves up to 20 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderately quiet.

SUMMARY

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the City of Huntington and the employee and is subject to change by the City as the need arises.