Technology Support Analyst
Career Development Center at Appalachian State University

Appalachian State University is seeking applicants for the position of Technology Support Analyst in the Career Development Center. The Career Development Center empowers students and alumni, as active participants, to select and develop careers consistent with their values, interests, abilities, experiences, and education. On a daily basis, we provide assistance to students for job, internship, and graduate school search and application assistance.

The Technology Support Analyst serves as a strategic partner to both internal users, external departments, and public users. The primary role of this position is to identify, develop, implement, and maintain technology solutions that assist the Career Development Center to effectively provide services and achieve the university's and department's strategic goals for career services. The primary responsibility is to ensure that technical tools and solutions employed by the Career Development Center and campus partners are meeting end-user requirements and needs with specific attention to the oversight and management of the career management software and the CDC website.

Knowledge, skills and abilities required include:

- Fluency in HTML, CSS, Javascript, and Responsive Design Frameworks (e.g. Bootstrap, Foundation)
- Working knowledge of Object Oriented Programming (experience with PHP preferred)
- Experience with relational databases and ability to write SQL queries
- Ability to integrate systems using an Application Program Interface (REST, SOAP)
- Familiarity with web analytics to inform website structure and design
- Understanding of how to analyze user behavior and recommend software and process changes accordingly
- A firm understanding of the principles and practices of web interface and user experience design is required.
- Ability to effectively train users with disparate technical backgrounds.
- Familiarity with common desktop operating systems and the ability to troubleshoot common user issues.
- Excellent communication skills and the ability to coordinate and plan with both internal and external audiences and users.

Preferred qualifications:

- Bachelor of Arts or Bachelor of Science degree Systems Analysis experience.
- Familiarity with career management software (e.g Symplicity) is a plus.

Appalachian State University is an Affirmative Action/Equal Opportunity Employer

Interested individuals can find the complete posting and application instructions at:
https://appstate.peopleadmin.com/postings/15729

Closing date: 7/25/2017