



## **Position Description for Junior IT Analyst (part-time)**

**FLSA Classification:**  
PT/non-exempt

**Salary Grade/Level: A11**

**Position Title: Junior IT Analyst (part-time)**  
**Reports to:** Director of Institutional Technology  
**Date Created/Revised:** December 2025  
**Salary Range:** \$18/hr.

Phillips Theological Seminary offers theological education dedicated to learning the way of Jesus in order to cultivate vital congregations, communities, conversations, and the public good. The Seminary is affiliated with the Christian Church (Disciples of Christ). Located at the trinium of the Creek, Osage, and Cherokee Nations, and just minutes east of the Greenwood District of Tulsa, OK, better known as Black Wall Street. Phillips is committed to justice initiatives and relational solidarity. We are committed to diversity, interculturality (e.g., Africana, Latinx, Asian, and Indigenous American communities), and justice with attention to the social realities of race, class, ethnicity, gender, and queer expressions of the human experience.

### **Summary/Objective:**

The Junior IT Analyst provides first-level technical support by monitoring helpdesk tickets, responding to basic technical issues, and escalating complex requests. This position enhances IT service delivery while offering hands-on experience in technology support.

### **Essential Functions:**

- Monitors incoming helpdesk tickets and ensures timely acknowledgement of requests.
- Responds to basic technical support needs, including password resets, software troubleshooting, and user assistance.
- Escalates complex technical issues to the appropriate IT staff for resolution.
- Assists in documenting solutions and maintaining knowledge base articles for common issues.
- Provides courteous and professional support to faculty, staff, and students.

*(Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.)*

**Competencies:**

- Proficient with Microsoft Office
- Familiar with Windows and Apple operating systems
- Provides exceptional customer service and remains patient and professional under pressure.
- Maintains confidentiality and handles sensitive information responsibly.
- Independent problem solving with the ability to look up solutions
- Written and verbal communication skills

**Supervisory Responsibilities:**

No supervisory responsibility.

**Physical Demands:**

This is an office position requiring minimal lifting or carrying. The ideal candidate must be able to complete all physical requirements of the job with or without a reasonable accommodation.

**Position Type/Expected Hours:**

This position is part-time with a preferred schedule of 7:30-12:30 W-F

**Travel:**

No travel is required for this role.

**Required Education/Experience:**

Previous customer service experience required. Basic computer skills, including familiarity with Microsoft Office (Word, Excel, Outlook). Interest in technology and willingness to learn new systems and processes.

**Confidentiality Statement:**

The Junior IT Analyst will have access to sensitive information and must maintain strict confidentiality at all times. Information obtained through employment may only be used for official duties and not disclosed or discussed outside of work responsibilities.

**Equipment:**

A computer will be provided for use.

**EEO Statement:**

Phillips is an Equal Opportunity, ecumenical seminary of the Christian Church (Disciples of Christ). We are approved by the University Senate of the United Methodist Church. Phillips Theological Seminary is an equal employment opportunity employer who complies with all federal, state, and local equal employment opportunity laws. The Seminary does not discriminate against employees or applicants based on race, color, national or ethnic origin, alienage and citizenship status, marital status, age, sex, gender (including gender identity and expression), sexual orientation, genetic information, pregnancy, disability, military status, or religion. The Seminary's commitment to equal opportunity extends to all aspects of the employment

relationship, including hiring, promotions, training, working conditions, compensation, and benefits.

**Other Duties:**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this position. 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. Duties, responsibilities, and activities may change at any time with or without notice.

**Signature:**

Employee signature below constitutes the employee's understanding of the requirements, essential functions, and duties of the position.

**Employee:** \_\_\_\_\_ **Date:** \_\_\_\_\_