District Systems Analyst

**Purpose**

The job of District Systems Analyst is done for the purpose/s of supporting, maintaining, and ensuring the stability and integrity of District data and information systems; overseeing and participating in the installation, monitoring, maintenance, support, optimization, and documentation of assigned District computer/data/information systems (systems), including multiple relational databases; managing multiple projects; providing software application assistance, advice, problem solving, and technical information to end users; acting as liaison in managing staff/end user requests; planning and designing systems data structures; supporting and implementing the District data plan and systems roadmaps; configuring and optimizing systems-related services both inside and outside of the District; working with systems owners and users to ensure services are meeting expectations; analyzing and resolving systems services problems in a timely fashion; providing reports, documentation, and training where required; and working with other staff as assigned. This job reports to Director-Information Systems.

This job is distinguished from similar jobs by the following characteristics: completion of supplemental coursework/workshops beyond high school in office technology, database management, computer science, information systems, and software reporting tools is required.

**Essential Functions**

- Acts as a liaison between District-hosted applications and assigned end users regarding a variety of issues (e.g. information systems operations; schedules; problems; timelines; procedures; requirements; and billings, etc.) for the purpose of providing and receiving information and resolving issues.

- Administers systems and related services for the purpose of ensuring the availability of services to authorized users.

- Aligns systems services within the parameters of District objectives (e.g. designs, plans, implements, configures, maintains, tests, documents, and trains, etc.) for the purpose of meeting the mission, vision, and values of the department and the District.

- Assists other department staff as needed (e.g. researching, analyzing, problem-solving, and coordinating, etc.) for the purpose of ensuring the efficient and effective functioning of the work unit.

- Collaborates with internal and external stakeholders for the purpose of ensuring effective and efficient operations and assessing and resolving operational difficulties.

- Communicates with appropriate district staff in a variety of areas (e.g. troubleshoot system, programming, and/or production problems, etc.) for the purpose of ensuring the accuracy and expediency of output data and/or reports.

- Conducts research on systems products, services, standards, and best practices for the purpose of remaining current on available technology and its use.

- Develops and maintains a variety of manual and electronic systems processes and data (e.g. communication processes for system data collections, reports, service life cycles; systems data/information exchanges with internal and external systems; and systems security, integrity, and "test" environments, etc.) for the purpose of providing systems and related data that meet district requirements.

- Develops, implements and maintains systems security, policies, and procedures for the purpose of ensuring the efficient and authorized use of systems and/or applications according to district guidelines.

- Develops, implements, and maintains the processes and documentation for systems service management (e.g. asset, capacity, changes, configuration, continuity, incident, life cycle, problem, release, vendor, and definitive media library, etc.) for the purpose of ensuring the efficient and effective functioning of district-wide systems.
• Manages service requests from end-users (e.g. organizes jobs for processing; prioritizes requests; routes to appropriate staff for action; maintains tracking database; tracks progress of service; provides end-user communication, resolves problems, etc.) for the purpose of ensuring efficient and effective customer service in accordance with district guidelines.

• Manages assigned systems services and related documentation (e.g. upgrades, data exchanges, technical documentation, technical and non-technical "end user" training, performance statistics, data architecture, quality control, user access, security, service architecture, service records, and vendor SLAs, etc.) for the purpose of ensuring the efficient use of systems and/or applications.

• Participates in meetings, workshops and seminars for the purpose of conveying and/or gathering information required to perform functions.

• Participates in the testing and implementation of new systems for the purpose of assessing and resolving operating problems and ensuring a product that meets district requirements.

• Responds to a wide variety of technical and nontechnical verbal and written inquiries (e.g. available data, system and program design, development, testing; and implementation of procedures and operations, etc.) for the purpose of providing requested information, assistance and guidance, and/or referring to appropriate resources.

• Serves as "Project Manager" on systems-related projects for the purpose of completing projects in an efficient and cost-effective manner.

Other Functions

• Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: adhering to safety practices; operating computer equipment and related peripherals; preparing and maintaining accurate records; and planning and managing projects.

KNOWLEDGE is required to perform algebra and/or geometry; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: information system terminology, concepts, functions, policies, and procedures; modern office methods, practices, and procedures; proper use and operation of equipment, software packages, system applications, relational database, programming languages, word processing, and spreadsheets; and other related software; Database, data warehouse, multi-dimensional database design and architecture; systems administrations; traditional database reporting, web-based interactive database reporting, systems quality control, current database developer languages and web-enabled reporting tools; principles and practices of system administration, project supervision and budgeting; and training methodologies for technical and non-technical employees.

ABILITY is required to schedule activities and/or meetings; often gather, collate, and/or classify data; and consider a number of factors when using equipment. Flexibility is required to work with others in a variety of circumstances; analyze data utilizing defined but different processes; and utilize equipment under a variety of conditions for multiple purposes. Ability is also required to work with a diversity of individuals and/or groups; work with data of varied types and/or purposes; and utilize a wide variety of types of job-related equipment. Some problem solving may be required to identify issues and select action plans. Problem solving with data requires analysis based on organizational objectives; and problem solving with equipment is moderate to significant. Specific ability based competencies required to satisfactorily perform the functions of the job include: setting priorities; being attentive to detail; creating system policy and procedure documents; working with frequent interruptions; working as part of a team; communicating with diverse groups; conveying technical information to non-technical audiences; and meeting deadlines and schedules; earning and applying appropriate procedures within assigned area of specialization; continually learn and utilize highly specialized software applications; communicate effectively in both oral and written forms; learning end-user's operations and systems; organizing and prioritizing assigned tasks to meet established schedules and deadlines; remaining current with end-user hardware and software products; verifying the accuracy of detailed data; quickly identifying and evaluating problem areas or situations and taking appropriate action; establishing and maintaining effective working relationships; and meeting the physical requirements of the job.
Responsibility
Responsibilities include: working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; operating within a defined budget. Utilization of resources from other work units is often required to perform the job’s functions. There is a continual opportunity to significantly impact the organization’s services.

Work Environment
The usual and customary methods of performing the job’s functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling, and significant fine finger dexterity. Generally the job requires 80% sitting, 10% walking, and 10% standing. This job is performed in a generally clean and healthy environment.

Experience: Job related experience within a specialized field is required

Education: Community college and/or vocational school degree with study in job-related area

Equivalency: Four years of experience is desired; experience in Microsoft Reporting Services is desired; and experience in Microsoft SQL is required

Required Testing: None Specified

Certificates and Licenses: None Specified

Continuing Educ. / Training: None Specified

Clearances: Criminal Justice Fingerprint/Background Clearance

FLSA Status Exempt

Approval Date 08/15/2018

Salary Grade 80X

I have read and understand the scope of this job and hold the minimum requirements:

Employee Name (please print): __________________________________________ Date: ____________________

Employee Signature: __________________________________________________________________________