

LOS ALAMITOS UNIFIED SCHOOL DISTRICT
Office of the Personnel Commission

CLASS TITLE: Systems Analyst I

BASIC FUNCTION:

Under the direction of the Director of Information Technology, designs and coordinates installation, configuration, and administration of the full range of District servers and networks enabling network services and functions governing data communications and formulation among personal computers; connect multiple systems involving a wide geographic area; oversee and troubleshoot server performance, backup schedules, and hardware and software compatibility issues; participate in advanced technical support and troubleshooting including network architecture and design; provide PC and customer service support to all staff members; and provides lead technical support to other technology staff.

REPRESENTATIVE DUTIES:

1. Designs and plans network systems and architecture. Integrates the capability of multiple servers types at various locations to communicate as a common system on the network. Works with consultants and outside vendors to implement designs and develop hardware and software solutions to meet District and user needs.
2. Collects systems workload and/or disk utilization statistics and projects future systems usage. Recommends systems hardware and software purchases to meet growth, security, and customer needs.
3. Configures, installs, and maintains directory structures, security and applications software. May survey users to determine the common applications and variety of software as well as software needs.
4. Develops and maintains up-to-date documentation for network infrastructures, servers, and procedures. Conveys information to co-workers as appropriate regarding network and server interface protocols.
5. Develops strategies for network server data backup, including replication, recovery, and disaster recovery plans.
6. Participates in troubleshooting to resolve network hardware and operations problems, including but not limited to connectivity, Internet access, electronic mail, and file servers. Works with fellow staff, equipment users, vendors, and independent contractors to identify and resolve problems.
7. Monitors and maintains the physical layer of Local Area Networks (LANs) and Wide Area Networks (WANs) including configuring Cisco protocols for routers and switches.
8. Monitors and resolves network threats including virus, Trojan horses, and hacking attempts.
9. Develops, coordinates, monitors, and maintains District database systems and operations.
10. Performs daily, monthly, and yearly backup of network data and assures accuracy and completeness of these backups and associated systems.

Systems Analyst I continued

11. Install and maintain a variety of microcomputer hardware, software, and peripheral equipment.
12. Operate a variety of microcomputers, electronic meters and hand tools.
13. Oversees the more complex computer network systems, making changes to improve efficiency as appropriate.
14. Provides immediate response to emergencies during the regularly scheduled work day and after hours per the contract.
15. Maintains effective communication with administrators, support staff, end users, and vendors.
16. Transports small equipment to and from various district locations.
17. Assure Wide Area Network (WAN) connections are functioning properly; communicate with other technology staff to resolve WAN-related issues or malfunctions.
18. Configure, maintain and support the district e-mail system, account updates, maintenance upgrades and regular backups. Provide reports to Director of Information Technology.
19. Analyze and report network current status LANs/WAN configurations and hardware to Director of Information Technology. Provide recommendations to Director of Information Technology aimed at achieving maximum network efficiency while providing orderly, consistent and relevant network documentation.
20. Configure, maintain, and support the district Voice-over-IP (VoIP), Call Managers, Unified Messaging, PBX systems, and tradition telephone lines.
21. Train and assist district staff on various software applications, hardware systems, network applications and protocol to support district-wide systems.
22. Support the district website and web portals.
23. Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Current computer methods and procedures

Interpersonal skills using tact, patience, and courtesy

Technical aspects of field of specialty

Telephone techniques and etiquette

Record keeping and filing techniques

Correct English usage, grammar, spelling, punctuation, and vocabulary

Applicable sections of State and Federal Education Code and other applicable laws and codes in the area of technology

Principles and practices of LANs/WAN, telephone systems, database systems, system analysis, problem diagnosis and resolution, maintenance, topologies, and documentation

Systems Analyst I continued

Networking operating systems; how these systems interact with one another and related application software (Windows, Mac OSX, library systems, student accounting and information systems, accounting, financial, and human resource systems, Thin-Client solutions, imaging software, and other applicable network applications that are now used or acquired in the future)

TCP/IP protocols, router configurations, hubs, switches, network cabling, proxies, firewalls, and other networking essentials

Microsoft Office family (Word, Excel, PowerPoint, and Access), Internet browsers and the ability to perform essential functions

Principles of business applications and educational systems

IBM compatible and Apple microcomputers, terminals, peripherals and related support software, and networking

Routed and switched TCP/IP environment

Computer hardware, software, telecommunications, and networks

Effective equipment utilization and troubleshooting procedures and techniques.

ABILITY TO:

Understand and follow oral and written directions

Establish and maintain effective and cooperative working relationships with those contacted in the course of work

Understand school and district organization, operations, policies, and objectives

Work independently with little supervision

Keep current on developments and advancements in computer technology, equipment and software

Maintain Interpersonal skills using tact, patience, and courtesy

Install, configure, and troubleshoot network equipment and high speed connections

Configure Cisco routers, switches, and CSU/DSU

Demonstrate use of test equipment such as LAN analyzers

Participate effectively in project teams utilizing oral and written presentation skills

Communicate effectively to instruct users at all levels of district employees, as well as support technicians, in proper usage of various networks and programs

Troubleshoot, diagnose, and resolve problems in person and over the telephone

Meet critical deadlines

Quickly learn, acquire skill, and train support technicians in new technologies as they emerge

Speak and write effectively

EDUCATION AND EXPERIENCE:

Any combination equivalent to: A Bachelor's degree from an accredited four-year institution in information technology, computer programming, computer science, or another technology related field, and five years of experience in network administration, systems and administration, and personal computer support with at least three years of network and information system support experience. CISCO and Microsoft certifications highly desirable.

LICENSES AND OTHER REQUIREMENT:

Possess and maintain a valid California Driver's License (Class "C" minimum) and remain insurable at the standard insurance rate.

Systems Analyst I continued

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 the job. Reasonable accommodations 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, or free objects, tools, or controls and talk and hear. The employee is required to sit frequently. The employee is required to stand and walk; reach with hands and arms; climb or balance; stoop, kneel, crouch or crawl; and smell.

The employee must regularly lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The employee must also be able to work in difficult interpersonal situations.

WORKING CONDITIONS:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job in the office and field. Driving to various locations is required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee occasionally works near moving mechanical parts and is occasionally exposed to fumes or airborne particles and vibration. Employee will occasionally work in small and confined environments and can also be subject to dust, heat, and cold working conditions. Also, the employee occasionally works in outside weather conditions.

The noise level in the work environment is usually moderate.

SALARY RANGE: 106

ADOPTED BY PERSONNEL COMMISSION: October 8, 2008
ADOPTED BY BOARD OF EDUCATION: October 14, 2008