

## SYSTEMS SUPPORT ANALYST

Classification: Transportation

Location: Assigned Department

Reports to: District Administrator

FLSA Status: Non-Exempt

Bargaining Unit: OSEA

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

### **Part I: Position Summary:**

Position has primary responsibility for analyzing technology-based systems and user needs requirements and develops project specifications. The Systems Analyst position requires strong interpersonal skills and would be responsible for developing, designing, documenting, implementing modifications and version updates to applications and software, reviewing, analyzing and occasionally modifying systems including encoding, testing, and debugging. In addition, this position will support, troubleshoot, and resolve issues for all district schools, departments and staff. The Systems Support Analyst provides guidance, mentoring and training to Technology Support Specialists and Help Desk Technicians.

### **Part II: Supervision and Controls over the Work:**

Works under the supervision of the Executive Director of Technology. Systems Analyst is expected to be an expert in his/her assigned responsibilities and to work with minimal direction and supervision other than priorities and major changes. Systems analysis work is to be performed within a team environment to troubleshoot applications, hardware and software problems consistent with professional and technical standards and practices to include system documentation. Work is evaluated based on overall performance, reliability and program efficiency and effectiveness.

### **Part III: Major Duties and Responsibilities (depending on specific assignment):**

1. Communicate effectively with students, staff and general public by telephone, via email or in person.
2. Serves as administrator of the district's macOS and Windows computers and macOS mobile device management system. Plans, tests, implements, secures and provides troubleshooting support.
3. Configure and maintain a managed desktop and laptop environment for staff and students through the use of tools such as Group Policy, Configuration Manager, Google Management Console, Windows Deployment Service and JAMF Mobile Device Management System.

4. Install, manage, monitor, and integrate various client operating systems. Perform scripting and programming tasks.
5. Provide technical expertise and recommendations in assessing new IT software or digital curriculum projects and initiatives to support and enhance new and existing district computer systems.
6. Write technical documentation and instructions.
7. Make recommendations on custom applications or cloud-based solutions which include a number of data capture systems which need to be moved into a central data repository.
8. Identify opportunities that can improve efficiency of business processes.
9. Investigate and resolve application functionality related issues and provide first level support and troubleshooting of district application systems.
10. Coordinate application development for multiple projects with staff, vendors or consultants when necessary.
11. Test technology applications, tools and programs to provide feedback to ensure appropriate procurement of educational and operational technology solutions integrate into the district's ecosystem.
12. Assist network administrator with application installation and testing.
13. Troubleshoot technical issues and identify modifications needed in existing applications to meet changing user requirements.
14. Analyze data contained in the enterprise database and identify data integrity issues with existing and proposed systems and implement solutions.
15. Analyze and resolve complex technology issues and incidents in accordance with industry standards and best practices.
16. Provide assistance and advice to users in the effective use of applications and information technology.
17. Provide minor programming for some IT projects.
18. Provide data base administration in live and test environments.
19. Travel between sites as needed to provide support.

20. Produce technical documentation for new and existing applications.
21. Verify database and data integrity.
22. Participate in weekly meetings with the IT network team to discuss progress and issues to be resolved, and report progress on a weekly basis to the Director of Technology.
23. Participate on IT project steering committees and be involved in the design phase of any new IT software development projects.
24. Assist in the creation of the system design and functional specifications for all new development projects.
25. Serve as a liaison and facilitator between all district units to assist in addressing and resolving IT software issues.

Lead Responsibilities:

1. Provides guidance, mentoring and informal supervision to Technology Support Specialists and Help Desk Technicians.
2. Provide training and continued support to all Elementary Media Techs on technology processes. Support Media Techs as they help building staff and students with technology needs.
3. Evaluates and oversees all district schools/sites computer hardware deployment and repair including but not limited to Apple, Windows and Chromebooks.
4. Provides technical training to technology staff for the purposes of assisting end users with operating applications, hardware or maximizing systems.
5. Provides tier-three support (escalation) and problem resolution for desktops, mobile devices and peripherals including but not limited to support for network connectivity, applications/software and printer configuration.
6. Work with technology leadership team to improve hardware and software standards, create documentation, recommend purchases, and improve end user experience.
7. Assist in managing relationships with 3rd party application development and programming consultants.

8. Participates with supervisor in the interviewing, screening, and selection of new technical support and help desk employees.
9. Assigns work to tech support specialist and help desk technicians, inspects completed work, and provides training and guidance as necessary.

Performs other duties as assigned.

**Part IV: Minimum Qualifications:** Incumbents must have successful experience in working with culturally diverse families and communities, or have otherwise demonstrated a commitment to strengthening engagement of a diverse community and skill in communicating with a diverse population.

- A minimum of 5 to 7 years of post-high school education and/or related technology experience with at least 7 years hands-on technical support role
- Associate Degree in Computer Science or equivalent experience.
- Must possess experience with administering macOS and Windows operating systems.
- Advanced technical skills to support and resolve issues with desktops, laptops, Chromebooks, iPads, phones (VoIP), printers, peripherals, networking Google Suite and understand or have the willingness to learn the district's digital curriculum.
- Strong project management skills with effective results focus within an information systems environment.
- Strong analytical and problem solving skills.
- Experience in the development and implementation of standards, procedures and guidelines to support operational processes.
- Self-motivated with the ability to prioritize, meet deadlines, and manage changing priorities;
- Proven ability to be flexible and work hard, both independently and in a team environment, in a high pressure on-call environment with changing priorities.
- Willingness to work occasionally outside of normal business hours.
- Excellent English oral and written communication skills.

- Demonstrated ability to perform tasks accurately with minimal supervision.
- Demonstrated ability to maintain confidentiality of sensitive information.
- Must be able to travel from location to location to perform tasks.
- Demonstrated ability to establish and maintain positive relationships with others as part of team.

**Part V: Desired Qualifications:**

- Bilingual and bicultural skills.
- Specific knowledge and experience managing district-specific applications or higher environments preferred.

**Part VI: Physical and Environmental Requirements:**

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to sit, stand, move around as a regular part of the job.
- Ability to lift and move equipment weighing up to fifty (50) pounds.
- Specific vision abilities include ability to read schematics, close and distant vision, color vision, and the ability to adjust focus.