

## SYSTEMS ANALYST

Classification: Technology

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 maintaining district servers and responsibility for analyzing district technology systems and processes to make them most efficient.

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

The Systems Analyst is expected to be an expert in his/her assigned responsibilities and to work on multiple projects with minimal direction and supervision other than priorities and major changes. Systems administration is to be performed consistent with technical standards and practices and with minimal disruption to technology services. Work is evaluated based on the employee's success in anticipating and accommodating change, and overall reliability and performance of systems managed.

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

1. Configure and maintain a variety of servers (e.g., Windows, Mac, Linux, etc.) as appropriate to provide authentication and access for district users.
2. Evaluate new systems and processes to integrate with district infrastructure.
3. Conduct advanced troubleshooting of technical issues.
4. Evaluate, install and maintain systems and applications for district departments.
5. Test, install and maintain software patches.
6. Manage and monitor systems security, virus protection updates, and data back up services.
7. Keep skill set current on existing and newly emerging software applications.
8. Work collaboratively with other technology staff to ensure a smooth overall workflow process and provide excellent customer service.
9. May provide training and guidance to other technology support staff.

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.

- Applicable technical two year associates degree plus three (3) years experience evaluating, configuring, and maintaining infrastructure components, including servers, workstations, and network switches and routers (Additional experience and additional education may be substituted, year for year).
- Detailed knowledge of systems concepts and practices, including client/server roles & relationships, centralized/mass storage, virtualization & clustering.
- Detailed knowledge of current operating systems (Windows, Mac, iOS, Android, Linux, etc.)
- Knowledge and understanding of identity management platforms such as Active Directory and LDAP.
- Understanding of policy management settings and concepts.
- Experience using scripting tools to automate custom processes.
- Thorough understanding of software deployment tools and practices, including imaging, multicasts, and policy-based package deployments.
- Detailed knowledge of network concepts and practices, including routers, IP, TCP, WAN Routing, and network transport methods (ethernet, wireless, etc.)
- Ability to quickly learn new systems and applications.
- Ability to research and successfully troubleshoot current hardware and software.
- Ability to use overall knowledge of architectures and systems to troubleshoot scenarios that may or may not be represented in published documentation.
- Ability to communicate technical concepts to nontechnical users.
- Excellent interpersonal skills and ability to communicate effectively over the telephone and in writing with frustrated and/or confused customers.
- Ability to work independently and multitask.
- Excellent organizational skills to facilitate the tracking of projects.
- Ability to work independently in a fast paced environment with frequent interruptions.

#### **Part V: Desired Qualifications:**

- Bilingual and bicultural skills.
- Specific knowledge and experience managing district-specific systems 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.
- Exposure to significant temperature variations due to controlled equipment areas.
- Ability to lift and move equipment weighing up to fifty (50) pounds.
- Specific vision abilities include ability to read schematics, close vision, color vision, and the ability to adjust focus.