

## **CLASSIFIED JOB DESCRIPTION**

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# **SYSTEMS ANALYST I**

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### **JOB SUMMARY:**

Under the direction of the Information Technology Director, moves District technology goals forward by participating in software and hardware development initiatives. Defines, develops, tests, analyzes, and maintains software applications in support of District initiatives. Collaborates with stakeholders and internal IT resources to provide support and consulting to technology and District staff.

### **ESSENTIAL JOB FUNCTIONS:**

- Installs, supports and acts as subject matter expert for District standard software products
- Supports the back-end operations for on-premises and cloud-based District standard software solutions and applications: including data export/import, systems settings, access and identity management.
- Support the implementation, maintenance and operation of on-premises and cloud-based enterprise management systems: including device management (MDM) and specialized system support software.
- Assist in management of file sharing and backup systems: including Sharepoint, OneDrive and enterprise cloud storage solutions.
- Schedule, deploy and support updates for end user equipment and software. This includes assisting senior team members in developing and deploying policies and standards.
- Communicate with vendors, developers and contractors to provide access and implement changes to District systems.
- Maintain currency and security of cloud-based and on-premises support and device management systems; install, upgrade, and implement application fixes and patches. This includes helping configure and assisting senior team members in testing and troubleshooting.
- Provides advanced technical support to technology staff and managers including advice and guidance; collaborates and provides guidance to technicians on computer related issues, complex processes, and system interdependencies.
- Keeps abreast of advancements and emerging trends relevant to District and Education Industry standards.
- Creates, maintains and expands department knowledgebase detailing specifications, operational procedures, troubleshooting steps, and repair actions for relevant systems.
- Maintains current skills relevant to District standard technologies through research and education.
- Assists in troubleshooting LAN operation as it pertains to enterprise systems.

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- Collaborate with IT staff to implement and maintain security standards on endpoint hardware and software.
- Performs other tasks as assigned.

### **ESSENTIAL JOB REQUIREMENTS - QUALIFICATIONS:**

- Experience with administration of Microsoft cloud security & identity systems such as Microsoft Intune, Microsoft endpoint manager, Microsoft Defender, Office 365 Admin Center or cloud apps, SharePoint online, Teams, Active Directory, Azure/Entra ID and Domain services.
- Experience with process automation scripting using Microsoft Powershell and Microsoft Power Automate/Flow.
- Experience with administration of Microsoft, Google and Apple Device Management solutions such as Google Workspace, Mosyle and Microsoft Intune.
- High school diploma or GED required. Two or Four-year college degree with an emphasis on technology preferred.
- CompTIA A+ or equivalent technical certification, or minimum two years comparable work experience, required.
- General Knowledge of: identity management and cyber security practices and standards; LAN terminology and operation.
- Other Skills: Excellent oral and written communication skills; Ability to collaborate with others in problem solving and project implementation; Ability to research relevant information as it pertains to problem solving; ability to read and follow written and verbal technical instructions; Ability to effectively convey technical information in nontechnical terms; Ability to isolate and resolve problems in the operation of District computer hardware and software.

### **WORKING CONDITIONS AND PHYSICAL ABILITIES:**

Must be able to hear and speak to exchange information; see to perform assigned duties; possess dexterity of hands and fingers to operate a computer and office equipment.

*Classified Salary Schedule: Range 42*  
*BOARD APPROVED: 05/22/24*