



JOB DESCRIPTION

Information Technology Analyst



Reports to:	Director of Information Technology	Employment Group / Salary Range:	Classified Range U
Dept:	Information Technology	FLSA:	Non-exempt
Annual Work Days:	261	Formal Review Date: Board Approval Date:	8/23/23 9/11/23

PRIMARY FUNCTIONS

Under general supervision, performs professional-level administration, maintenance and support of business information systems and the student information system (SIS); supports, troubleshoots and resolves data synchronization between SIS, external reporting systems and online curriculum; performs advanced user support and training; coordinates vendors and contractor services; performs technology infrastructure maintenance and support including hardware, software, telecommunications, network infrastructure, cyber security and disaster recovery; performs technical and project management; and performs related duties as assigned.

ESSENTIAL DUTIES & RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

- Performs the day-to-day maintenance, update and support of the District's information technology hardware and software infrastructure and systems; participates in researching and evaluating current and new network software, hardware, methods and techniques to improve network reliability, security and performance.
- Plans, coordinates, manages and maintains the District's student information systems and ensures the systems meet mandated data confidentiality, audit and archiving requirements.
- Enables access and supports data synchronizations between SIS, online curriculum, and essential reporting systems via API or data export; recognizes and coordinates the resolution of synchronization issues between databases, operating systems, applications and clients; determines causes of errors or stoppages; identifies solutions and applies corrective techniques or refers issues to the vendor.
- Coordinates and provides technical support and training to school sites and District staff in the use of SIS, data entry of various student records and report-generation methods.
- Develops queries for a variety of periodic and special reports such as attendance, schedules, grades, and student demographic data; ensures the integrity of student data and reports.
- Troubleshoots and resolves escalated user support issues; manages user accounts; supports and maintains user account information including rights, security and systems groups.

- Performs network and system administration functions including installing, upgrading, configuring and maintaining physical and cloud infrastructure; monitors and optimizes network security, performance and capacity.
- Manages a virtual computer environment; creates new virtual servers and user desktops; monitors student device console and network connectivity for end-user devices.
- Configures firewall equipment and security software at all District locations and ensures network connections are maintained; monitors systems resources including server utilization, disk usage, response time and other performance issues.
- Performs data backup and recovery using specialized software tools and server configurations; reviews automated messages to ensure backup processes are completed successfully; researches and resolves error messages, disk failures and other problems; reviews regular enterprise data backup coverage and adjusts as required; maintains disaster recovery plan.
- May develop scope of work and estimates budgets for RFPs; participates in evaluating vendor solutions; coordinates and oversees the work of external contractors and vendors to ensure contract requirements, timelines and District standards are met; serves as liaison between vendors and users.
- Leads and participates in the project management and deployment of vendor projects ranging from routine to large, complex efforts that combine the delivery of software elements, new or reconfigured hardware and overall changes to department operations.
- Maintains up-to-date technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, and participating in professional associations.
- Maintains records in the form of work plans and specifications for computer software, hardware and devices; develops and maintains accurate and up-to-date documentation, monitoring reports, logs and files; maintains documentation and licenses for all software and hardware; maintains a library of manuals, license agreements and product warranty information.
- Performs related duties as assigned.

QUALIFICATIONS

Education and Experience:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Graduation from an accredited four-year college or university with coursework in information technology, computer science or a related field, and at least two years of progressively responsible information technology experience; or an equivalent combination of training and experience.

Licenses, Certificates and Other Requirements:

- Microsoft Certified Systems Engineer (MCSE) in SQL Database is desirable.
- A valid California driver's license and the ability to maintain insurability under the District's vehicle insurance program may be required in some assignments.

KNOWLEDGE, SKILLS AND ABILITIES**Knowledge of:**

- Student information system design and data management including applications, servers, databases and networks.
- Database management systems and software, including diagnostic tools, commands and utilities.
- Effective technology and data integration troubleshooting diagnostic techniques.
- Methods and techniques for customer service and troubleshooting to determine causes of computer hardware and software problems and device errors and failures.
- Methods and techniques for the installation and configuration of hardware, software and network connectivity.
- Basic principles, practices and methods of systems/network administration and maintenance, including configuration, performance tuning and use of diagnostic tools.
- Project management techniques and methodologies including planning, scheduling, measurement and reporting.
- Methods of project and time management.
- Enrollment and attendance rules and procedures.
- District rules, regulations and requirements related to job requirements.

Skills and Abilities to:

- Assist Director of Information Technology in developing conceptual frameworks and apply state-of-the-art technology to the design and management of District systems.
- Read, interpret, explain and apply technical information on business processes, student information systems, software and hardware for technical and non-technical users.
- Train end users in the use of technical equipment and software.
- Install, configure, maintain, and manage the operations of information systems and current computer operating systems.
- Analyze and troubleshoot technology issues and develop optimal solutions.
- Perform business and functional analyses.
- Identify data communication and information management problems and solutions.
- Understand and follow written and oral instructions.
- Operate a computer and use standard business software.
- Establish and maintain effective working relationships with all those encountered in the course of work.
- Understand and be sensitive to and respectful of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of students, faculty and staff.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Physical Demands:

While performing the duties of this class, employees are regularly required to talk or hear, in person and by telephone; sit, walk and stand; use hands to finger, handle, feel or operate objects, tools or controls; reach with hands and arms; and perform repetitive movements of hands or wrists. The employee is frequently required to lift up to 50 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands:

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret situations; use math and mathematical reasoning; observe and interpret people and situations; learn and apply new information and skills; perform highly detailed work; work on multiple, concurrent tasks; work with frequent interruptions; and work under intensive deadlines.

WORKING ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Employees work under typical office conditions subject to frequent public contact and interruption and to intermittent exposure to individuals acting in a disagreeable fashion. The employee occasionally works outdoors exposed to weather conditions.

The employee may be required to travel to locations other than assigned work site and to adjust to work schedule changes and requirements to work overtime.

EMPLOYEE CERTIFICATION OF JOB DESCRIPTION

I hereby acknowledge I have read and understand the content of this job description. I have had the opportunity to ask questions and have those questions answered about the general duties and responsibilities of this job. I understand that the job description may be revised from time to time in the future by the Patterson Joint Unified School District Governing Board in consultation with my professional association as needed and where applicable.

I understand and agree nothing in this job description should be construed as a contract of employment. My employment with the Patterson Joint Unified School District is contingent upon execution of a signed contract approved by the board of trustees. Continued employment is subject to my adherence to board policy, state and federal laws, the collective bargaining agreement between my association and the district where applicable, and my performance evaluation.

I further acknowledge that it is my responsibility to notify my supervisor immediately in the event I may need reasonable accommodations to perform the primary functions, general duties and responsibilities, or the physical, mental and social requirements of this job.

Employee Signature

Date

Name Printed