

Information Systems Analyst

DEPARTMENT:	Technology	REPORTS TO:	Director of Technology Services
WORK SCHEDULE:	12 months	COMPENSATION:	Support Staff Salary Schedule
FULL/PART TIME:	Full Time	FLSA STATUS:	Non-exempt

Position Description

Information Systems Analyst supports the district by optimizing technology and network systems to enhance student learning environments and effective district operations. This position oversees the implementation of technology projects and updates user training and documentation.

Task Title	Essential Job Functions	Percent of Time Spent
Process Improvement	<ul style="list-style-type: none"> Perform internal and external research for technology projects. Analyze current processes, identify needs, and research best practices to recommend improvements. Thoroughly document findings and possible solutions and report to appropriate administrators. Facilitate an inclusive decision-making process to ensure technology systems are optimized and available for the Kirkwood School District. Configure systems or services to best meet the needs of students, staff, and stakeholders. 	50%
Project Management	<ul style="list-style-type: none"> Manage full project cycle at a district level and lead project teams, vendors and colleagues. Organize collected data, define deliverables, plan project timelines, establish budget, track project status, act as liaison during integration, and provide regular reports to their supervisor. Collect and present data related to technology processes and projects for administration. Lead project team meetings. 	30%
Training and Support	<ul style="list-style-type: none"> Develop user training and documentation for various systems, including knowledge base articles, websites, troubleshooting guides, and manuals. Prepare communication materials for technology projects and initiatives for district stakeholders. Assist in establishing and enforcing policies and processes for data and network security and infrastructure. Provide backup capabilities for the Director of Tech Services. Create, modify, disable, and delete user accounts and their profiles across IT systems. Provide support for technical systems and services escalated by technical services coordinators and senior tech specialists. 	20%

The intent of this job description is to provide a representative description of the types of duties and responsibilities required for this position. Employees may be asked to perform other job-related duties as assigned.

Supervisory Responsibilities

- **Supervisory Responsibility:** N/A, not responsible for supervising employees,
- **Supervisory Activities:** None
- **Budget Signing Authority:** No budget signing authority.
- **Decision-making Authority:** Decisions impact a functional area or department

Qualifications

Required

- **Education and Related Work Experience:** The following combinations meet the minimum requirements:
 - Bachelor's degree in computer science, information technology, project management, or a related field and 3 years of work experience troubleshooting computer hardware, software, and network systems issues.
 - Two years of college/associate degree in computer science, information technology, project management, or a related field and 5 years of work experience troubleshooting computer hardware, software, and network systems issues.
 - High school diploma and 7 years of work experience troubleshooting computer hardware, software, and network systems issues.
- Driver's License required to travel between district sites

Preferred

- PMP or CAPM certification
- Work experience in education

Knowledge & Skills

Knowledge

- **Basic:**
 - Accounting: Accounting principles, practices, and the analysis and reporting of financial data.
 - Education/Training: Principals and methods for curriculum and training design, teaching, and instruction, and measuring training effects.
- **Intermediate:**
 - Machines/Tools: Machines and tools, including their uses, repair, and maintenance.
- **Advanced:**
 - Computers/IT: Electronic equipment, and computer hardware and software, including applications and programming.
 - Safety/Security: Equipment, policies, and procedures for the protecting of people, data, property, and the organization.
 - Law/Government: Relevant local, state, and national laws and government regulations including KSD Board of Education policy
- **Expert:**
 - Administrative: Administrative and office procedures, functions, and basic office tasks.

- Management: Business/management principles involved in strategic planning, resource allocation, leadership, and coordination
- Customer and personal service: Principles and processes for providing customer and personal services.

Skills

- **Constantly (More than 5.6 hours or 69% of the day):** Reading Comprehension, Speaking, Writing, Active Learning, Active Listening, Critical Thinking, Time Management, Service Orientation, Complex Problem Solving, Judgement/Decision-Making, Systems Analysis, System Evaluation
- **Frequently (Between 2.6 hours and 5.5 hours or 33% to 68% of the day):** Learning Strategies, Monitoring, Management of Financial Resources, Management of Material Resources, Coordination, Instructing, Persuasion, Social Perceptiveness, Equipment Maintenance, Equipment Selection, Operation and Control, Operation Analysis, Troubleshooting
- **Occasionally (Up to 2.5 hours or 32% of the day):** Mathematics, Management of Personnel Resources, Installation, Technology Design
- **Rarely (Less than 1 hour or 12% of the day):** Science, Negotiation, Programming, Repairing

Work Environment and Physical Demands

Physical Activities/Sensory Abilities

- **Constantly (more than 5.6 hours or 69% of the day):** Sitting, Hearing
- **Frequently (Between 2.6 hours and 5.5 hours or 33% to 68% of the day):** Finger dexterity,
- **Occasionally (Up to 2.5 hours or 32% of the day):** Walking
- **Rarely: (Less than 1 hour or 12% of the day):** Standing, Carrying/Lifting, Color Vision

Mental and Psychological Demands:

- *Medium demands:* The job requires some mental effort and involves moderate levels of stress (e.g., Occasional need to deal with difficult customers or manage emotions when interacting with others, sometimes work under tight deadlines, limited or no exposure to public criticism, occasionally requires extended periods of concentration on complex tasks).

Work Type/Physical Demands

- *Sedentary work:* Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally, and all other sedentary criteria are met.

Working Environment

- *Everyday risk and discomfort level:* The environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, residences, or commercial vehicles, e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals. The work area is adequately lighted, heated, and ventilated.

EEO Statement

Kirkwood School District is an Equal Opportunity Employer and does not discriminate on the basis of race, color, religion, national origin, age, disability, or sex, including pregnancy, sexual orientation, and gender identity and other characteristics protected by law.

Last Updated: May 13, 2024