POSITION DESCRIPTION

TITLE: Systems Analyst
LOCATION: Administrative Service Center
REPORTS TO: Coordinator of Network Services
DEPARTMENT: Information Technology (IT)

SUMMARY STATEMENT:
Under the supervision of the Coordinator of Network Services, the Systems Analyst will work within a team environment to troubleshoot network problems, maintain network records and documentation, and perform duties related to network administration.

ESSENTIAL FUNCTIONS:
1. Communicate effectively with students, staff, and the general public by telephone, via e-mail and in writing.
2. Operate the computer, including performing data entry.
3. Provide user support answering routine software questions and troubleshooting network related problems.
4. Establish and maintain accurate computer files, including network information and user information.
5. Work with staff, vendors, and consultants regarding networking issues.
6. Install appropriate software and provide initial network administration training when appropriate.
7. Provide support for network related hardware and software planning.
8. Travel between sites to provide network support as appropriate.

OTHER RESPONSIBILITIES:
1. Perform special requests as requested.
2. Perform other related duties as assigned.

PHYSICAL DEMANDS REQUIRED:

<table>
<thead>
<tr>
<th>Vision (66-100%)</th>
<th>Speaking (66-100%)</th>
<th>Hearing (66-100%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sitting (66-100%)</td>
<td>Walking (Up to 33%)</td>
<td>Acceptable Attendance</td>
</tr>
<tr>
<td>Driving (66-100%)</td>
<td>Bending (Up to 33%)</td>
<td>Pushing (Up to 33%)</td>
</tr>
<tr>
<td>Pulling (Up to 33%)</td>
<td>Writing (66-100%)</td>
<td>Reaching (Up to 33%)</td>
</tr>
<tr>
<td>Lifting/Carrying Up to 50 lbs. (Up to 33%)</td>
<td>Use of hands and/or arms for repetitive motion (66-100%)</td>
<td></td>
</tr>
</tbody>
</table>

MENTAL DEMANDS REQUIRED:

<table>
<thead>
<tr>
<th>Reading Documents (66-100%)</th>
<th>Verbal Communication (66-100%)</th>
<th>Written Communication (66-100%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reasoning (66-100%)</td>
<td>Math (33-66%)</td>
<td>Customer Contact (66-100%)</td>
</tr>
<tr>
<td>Problem Solving (66-100%)</td>
<td>Multiple Concurrent Tasks (66-100%)</td>
<td>Constant Interruptions (66-100%)</td>
</tr>
<tr>
<td>Detailed Work (66-100%)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Percentages of requirements of physical and mental tasks are only an estimate. Reasonable accommodations for persons with a disability will be considered in order for them to perform the essential functions of the job.

(66-100%) = Continuously  (33-66%) = Frequently  (Up to 33%) = Occasionally

TOOLS AND EQUIPMENT NECESSARY: 
IBM/PC (clone), telephone, copy machines, printers, FAX machine, and all other tools and equipment necessary to perform the essential functions as listed above.

**MINIMUM QUALIFICATIONS:**
(Testing may be required)
1. Minimum of one year experience supporting an enterprise level LAN/WAN.
2. High degree of computer literacy with understanding of network principles required.
5. Familiarity with one or more of the following preferred: Microsoft Exchange server, SQL Server, UNIX/Linux administration, firewall administration, backup administration.
6. Experience with scripting languages such as VBScript, PowerShell or T-SQL preferred.
7. Demonstrated ability to communicate effectively.
8. Demonstrated ability to operate the office equipment as listed above.
9. Demonstrated ability to perform tasks accurately and in accordance with established guidelines.
10. Demonstrated organizational skills and a commitment to follow through.
11. Demonstrated ability to perform under conditions of constant interruption and perform under deadline pressure.
12. Demonstrated ability to problem solve, analyze, document and resolve related issues.
13. Demonstrated ability to maintain confidentiality of sensitive information.
14. Willingness to travel.
15. Must be able to travel from location to location to perform tasks.
16. Must possess a current valid motor vehicle license.
17. Demonstrated ability to establish and maintain positive relationships with others as part of a team.

**260-261 Days Per Year (Includes Holidays)**
**8 Hrs. Per Day**

PSE: ________________________________  Date: ________________

District: ________________________________  Date: ________________

**Revised Date:**  12/20/2013  
**Classification:**  Professional Technicians (PSE)  
**Class:**  Class IX  
**Display on Web?**  Yes  

Systems Analyst