INFORMATION SYSTEMS ANALYST

BASIC FUNCTION

Provides technical and analytical support to District technology programs in diverse capacities ranging from responses to user-support problems, to technology system development, implementation, and administration; monitors systems to ensure performance and reliability standards are met; and performs specialized duties in support of an assigned technology program area.

SUPERVISION RECEIVED AND EXERCISE

Receives general supervision from assigned area supervisor. May provide lead direction to temporary staff and/or student workers.

CLASS CHARACTERISTICS

This classification is responsible for independently performing technical duties at an assigned department by supporting its multiple systems and associated hardware and software. Employees are required to have broad based knowledge of multiple technology areas and frequently use tact, discretion, independent judgment, and initiative in the performance of their work. Employees receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the department.

EXAMPLES OF TYPICAL JOB FUNCTIONS

1. Provides technical and analytical support for assigned technology programs/systems in diverse capacities ranging from complex user support to technology system implementation and administration; responds to client service issues using multiple diagnostic techniques; independently resolves issues or confers with colleagues and management on resolution options.
2. Uses multiple devices to monitor systems evaluating reliability, conformance to performance metrics, and overall availability; provides status updates to clients and colleagues on technology problem resolution; implements, tests, and evaluates the effectiveness of solutions; assists in the development and implementation of technology related protocols, policies, procedures, and operating standards.
3. Installs software patches and upgrades for assigned computer systems; maintains security; writes and maintains system-level scripts; analyzes, configures, installs, tests, and debugs new and existing computer programs; and assists with administrative software applications and database support.
4. Designs and develops custom code and automated solutions utilizing various programming languages for the District's computing environment; creates and implements maintenance automation scripts and utilities; deploys and enforces software policy restrictions to end point devices; analyzes, configures, installs, and calibrates desktop/server hardware, peripherals, operating systems, and operational support tools.
5. Coordinates the disposition and resolution of incidents; troubleshoots and determines corrective action; provides recommendations to departments based upon research and analysis on existing and emerging technology, tools, and methodologies to enhance processes and/or workflow.
6. Coordinates information technology infrastructure implementation and update projects by working with team members, other departments, and vendors to ensure proper and effective use of technology resources, such as establishing the scope, objectives, timelines, resource requirements, documenting project progress, and project implementation.
7. Sets up, manages, maintains, and utilizes physical and virtual servers and services; installs server

hardware and software; analyzes log files; installs patches; tunes performance; schedules backups; and initiates recovery processes as needed for department's operational needs.

8. Maintains records of work and documentation, including installation procedures for server applications, client workstation configurations and connectivity, network electronics, network diagrams and Internet Protocol (IP) addressing documentation as needed for department's operational needs.
9. Consults with faculty and staff for system needs, design, and operation; assists with vendor negotiation on the terms, conditions, and prices for hardware, software, and services and obtains quotes.
10. Conducts research and stays current on new trends and innovative solutions for technology programs; recommends new technologies which would improve the department's operational effectiveness or services to client departments.
11. Administers, maintains, and plans services for mobile device management (MDM) and mobile application management (MAM) on District devices, including mobile phones, tablets, and laptops.
12. Performs forensic data analysis on damaged or corrupt storage devices and coordinates with law enforcement and District authorities in legal investigations involving data security, data preservation, and access restriction.
13. Collaborates with management to develop requests for proposals/information and bids; assists in implementing information technology related projects to ensure project success.
14. Assists with coordinating and maintaining the inventory of computer hardware and software.
15. Supports user environment by answering emails, phone calls, submitting and completing work orders, and providing second level support for technology staff and technical support for all administrative systems.
16. May provide work direction to part-time hourly staff, short-term employees, and/or work study students.
17. Participates in District-provided in-service training programs.
18. Performs other related duties as assigned; specific duties not listed does not exclude them for this classification if the work is similar or related.

QUALIFICATIONS

Knowledge of:

1. Principles, methods, and techniques in the design and operation of information systems, computers, and platforms.
2. Methods and techniques of diagnosing a wide range of hardware and software issues, including the use and application of multiple diagnostic tools.
3. Operational characteristics of a diverse range of hardware and software.
4. Multiple programming languages used in information technology.
5. Principles and practices of technology system security.
6. Principles and practices of network monitoring and administration.
7. Principles, practices, equipment, and protocols for the maintenance of networked equipment and associated security devices.
8. Basic principles and practices of database administration and management.
9. Server based operating systems and desktop software applications, including system standards and protocols.
10. Client-server processing requirements and constraints.
11. Principles and practices of MDM and MAM.
12. Project planning, prioritizing, and scheduling techniques.
13. Basic accounting, statistical, business, and office procedures commonly supported by system applications.

Ability to:

1. Provide technical support to a diverse range of technology systems, hardware, and software to business and academic users.
2. Analyze complex user problems, evaluate alternatives, and devise efficient, cost-effective, user-friendly solutions.
3. Communicate complex technology applications issues clearly to nontechnical parties, orally or in writing
4. Prepare clear, concise, and accurate documentation, user guides, reports of work performed, and other written materials.
5. Manage and maintain a diverse range of physical and virtual servers and associated hardware and software.
6. Deploy and authenticate applications on devices.
7. Take measures to ensure the integrity of system data.
8. Implement database and/or system security measures.
9. Utilize appropriate diagnostic and testing equipment to detect and resolve hardware and software issues.
10. Test, diagnose, program, calibrate, and repair a wide variety of electronic systems and equipment.
11. Independently organize work, set priorities, meet critical deadlines, and follow up on assignments.
12. Exercise independent judgment within general policy and procedural guidelines.
13. Effectively use computer systems, software applications relevant to work performed, and business equipment to perform a variety of work tasks.
14. Communicate effectively in the course of performing work tasks.
15. Establish, maintain, and foster effective working relationships with those contacted in the course of work.
16. Demonstrate clear evidence of sensitivity and understanding of the diverse academic, socio-economic, disability, and ethnic backgrounds of students, staff, and the community.
17. Provide efficient, high-level customer service to the public, vendors, contractors, and District personnel.

Education and Experience:

A bachelor's degree with coursework in information technology, computer science, or a closely related field and two (2) years of experience providing highly technical support to an information systems program; or an equivalent combination of education, training, and/or experience.

Licenses and Certifications:

A valid driver's license and proof of insurability may be required to drive a District or personal vehicle.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This classification primarily works in an office and standing in and walking between areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard and to operate standard office equipment. Employees in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds, or heavier, with the use of proper equipment, including assistance from other staff.

The essential functions of this classification must be performed by the incumbents with or without reasonable accommodations.

ENVIRONMENTAL CONDITIONS

Employees work in indoor/outdoor areas with moderate noise level, controlled temperature conditions, and occasional exposure to hazardous physical substances. Employees may interact with upset individuals in interpreting and enforcing departmental policies and procedures.