Job Description

PimaCommunityCollege

Position Title: Informational Technology Analyst 1 – Systems Analysis

Job Family: Information Technology   Job Level: Professional - Entry

FLSA Status: Exempt   Salary Grade: 05

Position Summary:

The Information Technology Analyst 1 – System Analysis performs technical analysis and operations of College-wide systems. Researches, analyzes, plans, and implements technical solutions, tools and standards of functional nodes. Performs course creation, end-user training, maintenance, troubleshooting, and cashiering within the system. Serves as a comprehensive resource analyst for a variety of systems. Processes student services related documents.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Prepares, reviews and provides input on technical proposals and related documents for applicability to College needs.

2. Conducts student transactions, maintains and updates student academic records utilizing the College's software systems.

3. Provides full range of student services support to students, colleagues, and the community by responding to inquiries and requests for information. Assists in planning, scheduling, developing and presenting training programs for users of administrative systems.

4. Confers with clients to determine needs and system configurations. Researches and resolves difficult and complex student issues and College software system issues for students and colleagues.

5. Conducts advanced programming of network switches, network routers, telephones, voice mail systems, and VoIP telephone equipment.

6. Assists, analyzes and documents existing processes and systems for possible improvements and recommends new or revised systems as required; provides technical assistance in designing systems for reporting and related forms or documents.

7. Recommends and implements security and system control procedures.

8. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of computer and network operating systems

2. Skill in current and applicable server administration, system security and network design

3. Skill in effective communication (both written and oral)

4. Skill in performing a variety of duties, often changing from one task to another of a different nature

5. Skill in project management principles, processes, and techniques

6. Ability to adapt to a rapidly changing technical environment

Supervision:

- Not responsible for supervising the work of others.

Independence of Action:

- Results are defined; employee sets own goals and determines how to accomplish results with few or no guidelines to follow, although precedents may exist; supervisor/manager provides broad guidance and overall direction.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Institutional Infrastructure: Allows participation in the development of foundational aspects of the College, including the establishment of a strategic plan, financial and facilities management, accreditation, and technology planning.

- Information and Analytics: Allows ability to be a data leader. Provides a holistic representation of College's performance as well as data trends or issues.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Vocational or technical training/High school diploma or GED in Information Technology or a closely related field of study required.

- Bachelor's degree in Information Management or a closely related field of study preferred.

- Up to One (1) year of related experience required.

- One (1) to three (3) years of related technical experience preferred

  OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in an standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to position or transport light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Occasional work evenings or weekends.
- Pre-employment Background Check Required