

Job Description

Position Title: Information Technology Analyst 2 - Systems Analysis

Job Family: Information Technology

Job Level: Professional - Intermediate

FLSA Status: Exempt

Salary Grade: 06

Position Summary:

The Information Technology Analyst 2 - Systems performs a wide range of advanced system and database administration duties across multiple platforms for the College. Designs, develops, and analyzes software solutions in support of the College's information technology projects.

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. Performs highly technical analysis and design, installation, configuration, management, patching and upgrades, and backup and recovery of the College's information technology systems.
2. Provides complex project management and technical leadership duties on multiple platforms, multiple systems, and technologies. Serves as project manager, evaluates systems, and recommends integrations between systems.
3. Performs a variety of programming and software systems design, implementation, and administration functions for web services. Determines user requirements and assesses available software packages. Implements, administers, and troubleshoots college systems.
4. Creates and maintains external contractor relationships and provides internal access to facilities for routine functions. Handles various requests from the developers for compiling functions and data modifications.
5. Executes functions for endpoint and end-user computing devices, end-user support and troubleshooting, software application and deployment, administration for cloud platforms, endpoint and end-user computing device policies, and administration of platforms.
6. Performs regular backup operations and implements appropriate processes for data protection, disaster recovery, and failover procedures. Serves as project lead for multiple college departments and outside vendors.
7. Maintains, configures, and operates physical and virtual server infrastructure. Administers enterprise applications. Resolves server system and application issues. Performs upgrades and patches to the College's system and databases.
8. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of applicable computer programming languages relative to the assignment
2. Knowledge of computer and network operating systems
3. Knowledge of project management principles, processes, and techniques
4. Skill in organization, coordination and management
5. Ability to adapt to a rapidly changing technical environment
6. Ability to apply analytical and critical thinking skills with the ability to draw conclusions and prepare accurate reports of results
7. Ability to work independently as well as in a team environment

Supervision:

- Not responsible for supervising the work of others.

Independence of Action:

- Results are defined and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

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 training in Computer Science, information Technology, or a closely related field of study required.
- Bachelor's degree in Business Systems and Analysis, Computer Information Systems, or a closely related field of study preferred.
- One (1) to three (3) years of related technical experience required.
- 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:

- On-call rotation duties
- Some evening or weekend work hours
- Pre-employment Background Check Required