Job Description

Job Title:	Information Systems Analyst III – Health Careers	**Grade:**	K
Department:	Information Technology Services	**FLSA:**	Exempt

The incumbent in this job is expected to assist the College in achieving its vision and mission. Customer focus, college service, and a willingness to assist as needed are expectations for all employees.

General Function:

An experienced-level position focusing on a variety of technical work and analysis needed for the development of user and systems requirements. Performs moderately to highly complex tasks involving planning, designing, programming, installation and maintenance of college systems. Position specific to Health Careers/Sciences Department Lab Needs.

Characteristic Duties and Responsibilities:

1. Provides all levels of support related to Information Technology Services to the Health Careers Department. Focusing on root cause, system and infrastructure analysis. Tasks may involve designing, installing, programming, troubleshooting and maintaining user's hardware and software. Identifies complex problems, troubleshoots and provides solutions to assist users. Coordinates with other units within ITS to resolve problems as necessary.
2. Responsible for Information Technology Services for Health Careers Department including but not limited to setting up/breaking down computer equipment in simulation labs, saving and converting video files from simulation and post simulation debriefing. Importing all information collected from simulation such as pictures, lab data, X-ray images, etc.
3. Responds to inquiries and requests from users for assistance as escalated through the support process. Assists users in formulating requirements and advises on alternatives and implications.
4. Analyzes, designs and implements plan for new systems or processes and may train users and entry-level staff. Assists with analysis and procurement of equipment and software needs for Health Careers Department.
5. Provides recommendations and implementation on optimizing standard processes as related to customer service.
6. Interacts with vendors to resolve problems and stays abreast of new updates.
7. May assist with coordination of projects.
8. Writes policies, procedures and protocal related to Information Technology Services issues and the Health Careers program.
9. May implement business analysis and change management as needed.
10. Other duties as assigned.

The intent of this job description is to provide a representative summary of the essential functions that will be required of positions given this title and should not be construed as a declaration of specific duties and responsibilities of any particular position. Employees will be assigned specific job-related duties through their hiring departments. Specific job-related duties assigned by hiring departments shall be consistent with the representative essential functions listed above and shall not be construed as expanding a particular position's role, scope, FLSA status, or grade. Aug 2012

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Reporting Relationships:

Direction Received: Reports to the Director of Campus Technology Services

Direction Given: Direct line supervision of assigned staff

Minimum Requirements:

Associate's Degree from a regionally accredited institution in Information Technology, Biomedical Equipment Technology or related field. A combination of completed college-level coursework and experience may substitute for the degree; industry specifics certifications; 3-5 years of related experience

Knowledge, Skills, Abilities and Worker Characteristics:

Knowledge and skills in one or more areas of network telecommunication, system administration, systems analysis, design and database management in terms of concepts, techniques and operating principles related to healthcare systems

Depending upon the operational needs of the department, advanced to expert-level of knowledge and skills in the following areas:

- Windows Workstation and Server
- Windows, Macintosh and other operating systems
- Hardware devices
- Local Area Network (LAN) and remote access troubleshooting
- Network and LAN fundamentals, including network interface connection and user installation, network topologies, LAN administration, servers and network architecture
- Voice communication equipment
- Microsoft Office Suite software, third party systems accessed software via desktop client or web-based client
- Internet technology

Intermediate-level of ability to operate, install, maintain, configuring and troubleshoot highly technical computers, local and wide area network equipment, servers

Moderate-level of project management skills

Ability to maintain effective working relationships with those contacted in the course of work

Ability to efficiently manage time and organize work

Ability to communicate clearly, verbal and written

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Ability to maintain a customer focus in providing technology services

Working Conditions:

Typical office environments

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