



Job Description

Job Title:	System Analyst/Technology Services	Grade:	J
Department:	Information Technology System	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:

A mid-to high level position focusing on a variety of customer service, technical work and analysis that directly impact students, instructors and staff in Student Technology Centers (STC – open labs), classrooms with technology, and faculty/staff areas with technology. Performs a variety of moderately complex tasks required for the support of user and system requirements.

Characteristic Duties and Responsibilities:

1. Within the Student Technology Center's (STC) provide assistance to students in the STC's on use of college technologies as well as assistance with homework and assignments, monitors STC's activities, helps to enforce STC's rules and regulations, and helps to maintain a safe environment.
2. Supervisory activities to include scheduling, orientating, training, time sheet reviewing, and evaluating of all part time staff assigned to them. Coaches/advises staff on questions arising in the assistance of students, instructors, and staff and on the resolution of technology issues.
3. Repairs or replaces all technology equipment in all instructional areas; collaborates on and implements new equipment deployment plan for new systems or processes; maintains, installs images, and troubleshoots technology equipped classrooms and STCs.
4. Responds to ticketed service requests from users for assistance with any instructional area and/or the college's computer systems or personal computers, which may include hardware support to faculty/staff.
5. Coordinates technical support coverage with other units within ITS to resolve problems as necessary.
6. Primarily provides second-level support to users although not limited from working at other levels of the support model as needed. Tasks may involve designing, installing, programming, troubleshooting and maintaining user's hardware and software. Acts as consultants for classroom technology by assisting users in formulating requirements and advises on alternatives and implication.
7. Provides support, assistance and instruction to faculty and staff on the proper use of classroom technology.
8. May act as liaison between campus administration and ITS management. Often attends campus administrative team meetings.
9. May support ITS operations for a specific location or users/events from outside of the college
10. May monitor day-to-day systems operations and recommend solutions for optimizing performance.

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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11. Other duties as assigned

Reporting Relationships:

Direction Received: Reports to the Director Campus Technology Services

Direction Given: Direct supervision of assigned staff

Minimum Requirements:

Associates Degree from a regionally accredited institution in computer Science or related field; a combination of completed college-level coursework (at least 30 hours) and experience may substitute for a degree

Preferred Qualifications:

A+ Certification

Knowledge, Skills, Abilities and Worker Characteristics:

Student orientated with the ability to work well with students in a lab environment

Ability to maintain a customer focus in providing technology services to students, faculty and staff

Intermediate knowledge or skills in one or more of the following areas;

- Office knowledge (Word, Excel, PowerPoint, Access)
- Ability to troubleshoot, diagnose, and fix computer hardware components
- Blackboard and/or Moodle
- Student web-software services and programs
- Ability to learn quickly what students are studying, helping to provide initial course work help and/or determine if the student needs to seek instructor help
- Ability to supervise and/or coach part time staff on customer service/technical issues and to make decisions on their schedules and evaluations
- Local Area Network (LAN), wireless, and remote access troubleshooting. Network and LAN fundamentals, including network interface connection and user installation and network

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- Ability to consult with students, faculty, and staff for recommending improved processes or technology services
- Ability to operate, install, maintain, configure, troubleshoot, and repair highly technical computers
- Ability to maintain effective working relationships with those contracted in the course work of study
- Ability to efficiently manage time and organized work
- Ability to communicate clearly, verbal and written

Working Conditions:

Typical office environment; may occasionally lift/ carry lightweight objects up to 25 lbs.; may require bending, twisting, climbing, pushing, kneeling, stooping, and reaching over head; may experience minor discomfort from continuous use of a computer terminal and some exposure to confining work space and electrical hazards; may travel to other campus locations;