

JOB DESCRIPTION
September 2017

Placer County Office of Education
360 Nevada Street
Auburn, CA 95603

INFORMATION TECHNOLOGY SYSTEMS ANALYST I, II & III

General Purpose:

An Information Technology (IT) Systems Analyst I, II & III is responsible to the County Superintendent and works under the direct supervision of the designated manager(s). An IT Systems Analyst I, II & III is responsible for operating, maintaining, and optimizing county office information systems and application, including, but not limited to the financial and student information systems. The IT Systems Analyst will be competent in a variety of relevant technologies, including Internet applications programming languages, report writing, relational databases and server operating systems.

Essential Functions and Responsibilities include the following. Other related duties may be assigned as required:

- Performs a variety of technical duties in the management and optimization of Placer County Office of Education's (PCOE) information systems and applications, including data and system management, data reporting, reports, imports, as well analyzing data, and providing troubleshooting for system and end-user support issues.
- Performs data conversion mappings; develops migration programs using relational database programming languages; assures the accuracy of data and integrity of database; and supports and manages databases with active directory integration.
- Establishes and maintains contact with users for training and the analysis of computer systems and procedures; receives input from system users, prior to writing scripts and queries, to identify a variety of issues and user needs.
- Establishes priorities for enhancements and modifications of assigned applications and software; determines deficiencies and areas for improvement based on data integrity and user input; diagnoses, tests and resolves database problems; performs post-resolution follow-ups to assure solutions; administers project implementations and delivery of services.
- Responds to service and support requests, maintains documentation, and provides status reporting for systems and applications supported by the information technology department.
- Prepares and maintains a variety of narrative and statistical reports, records and files related to assigned activities.
- Regularly provides updates on relevant topics and trends, as well as any recommendations for policy and system improvements or product procurement needs.
- Drives throughout the county/region for business purposes.

Minimum Qualifications:

Employment Eligibility:

- Successful candidate must provide proof of employment eligibility and verification of legal right to work in the United States in compliance with the Immigration Reform and Control Act.

Education:

- A Bachelor's degree in a related field is preferred.

IT SYSTEMS ANALYST I, II & III/PAGE 2

Experience:

- Any combination of training and experience, which would likely provide the required knowledge and ability, is qualifying. A typical way to obtain the knowledge and abilities would be:

IT Systems Analyst I:

- Introductory job related experience with increasing levels of responsibility is required.
- Experience with assisting in maintaining, administering, and optimizing Enterprise System and Applications.
- Experience in assisting with Internet applications, programming languages, report writing, relational databases and server operating systems.

IT Systems Analyst II:

- Three (3) years of job related experience comparable to an IT Systems Analyst I with increasing levels of responsibility is required.
- Experience with maintaining, administering, and optimizing Enterprise System and Applications.
- Experience in Internet applications, programming languages, report writing, relational databases and server operating systems.

IT Systems Analyst III:

- Five (5) years of job related experience comparable to an IT Systems Analyst II and the ability to work independently and/or assist others is required.
- Expertise with maintaining, administering, and optimizing Enterprise System and Applications.
- Expertise in Internet applications, programming languages, report writing, relational databases and server operating systems.

Knowledge, Skills, and Abilities:

- Knowledge and Understanding of SQL Server, relational databases, and .NET Framework.
- Knowledge and use of SQL reporting tools and Crystal Reports.
- Knowledge of operating systems including at least three of the following: LINUX, Hyper V, Windows Server 2008, 2012, Windows 7, Windows 10.
- Knowledge and use of Windows Power Shell Scripting.
- Knowledge of Windows Server & SQL Database Security.
- Knowledge of Windows Server & SQL Database optimization tools and best practices.
- Knowledge of Internet protocols and tools including HTTP, HTTPS, HTML, TCP/IP and IPv6.
- Ability to read, interpret, and apply complex technical information from source documents.
- Ability to develop informational material that demonstrates effective communication in both technical and non-technical terms.
- Ability to deal tactfully and courteously with users in training and technical assistance environments.
- Ability to establish and maintain cooperative working relationships.
- Ability to advance professional development and education of current industry methodologies.

IT SYSTEMS ANALYST I, II & III/PAGE 3

Required Testing:

- Applicants may be tested to ensure competencies required to perform essential functions.

Certificates & Licenses:

- Must possess a valid California driver's license issued by the State Department of Motor Vehicles.
- Microsoft MCSA & SQL DBA certification is preferred.

Clearances:

- Criminal Justice Fingerprint Clearance
- TB Clearance

Work Environment:

- Work is performed in an office or school environment, continuous contact with staff, and representatives of other agencies.

Physical Requirements:

- The usual and customary methods of performing the job's functions requires the following physical demands: occasional lifting, carrying, pushing and/or pulling, some stooping, kneeling, crouching; reaching, handling, fingering and/or feeling.
- Manual dexterity to operate a telephone and enter data into a computer.
- Facility to sit at a desk, conference table or in meetings of various configurations for extended periods of time with or without reasonable accommodation.
- Facility to see and read, laws and codes, rules, policies and other printed matter, and computer screens and printouts with or without reasonable accommodation.
- Facility to hear and understand speech at normal room levels and to hear and understand speech on the telephone with or without reasonable accommodation.
- Facility to speak in audible tones so that others may understand clearly in normal conversations, in training sessions, and other meetings with or without reasonable accommodation.
- When applicable, facility to determine and differentiate colors with or without reasonable accommodation.
- When applicable, facility to drive an automobile or to arrange a consistent method of transportation.

FLSA Status: Non- Exempt

Employee Group: Classified

Salary Grade: IT Systems Analyst I: 37.0
IT Systems Analyst II: 39.0
IT Systems Analyst III: 41.0

Reviewed and Approved:

Supervisor: _____ Date: _____

Human Resources: _____ Date: _____