



SYSTEMS ANALYST, SENIOR

DEFINITION

Under general supervision, performs complex and varied technical tasks related to the configuration, troubleshooting, maintenance, and monitoring of the District's infrastructure including servers, network, on-premises and cloud-based systems; leads projects of importance and consequence to the District; designs, analyzes, manages, and maintains multiple physical, cloud-based, and virtual server infrastructures and storage systems ensuring proper integration of these components with existing system architecture; configures, manages, and monitors backup infrastructure; provides recommendations, support, and training to other information services support staff and District users in areas of responsibility; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned ETS Supervisor. Exercises technical and functional direction over and provides training to lower-level staff.

CLASS CHARACTERISTICS

This is the advanced lead-level class in the Systems Analyst series responsible for serving as subject matter expert in specific area(s), performing complex and varied technical support, providing analytical support for District-wide infrastructure, and frequently solving problems requiring analysis of unique issues or problems without precedent and/or structure and/or leading a group of staff in configuring, troubleshooting, maintaining, and monitoring the District's infrastructure. The work involves frequent contact with others and the coordination, scheduling, and assignment of multiple concurrent activities. Employees manage and provide technical leadership of projects requiring a high level of technical knowledge in specific area(s) and/or ability to integrate at a high level the knowledge of several areas. This classification is distinguished from the Systems Analyst by the performance of complex technical and specialized duties assigned to the class series.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Provides recommendations to instructional support staff, faculty and deans on the development of long- and short-term system infrastructure plans.
- Oversees the design, analysis, management, and maintenance of District-wide physical and virtual server infrastructures, including information, telecommunication, and cloud-based systems; ensures product integration of these components across multiple platforms including on-premises and cloud-based operating systems.
- Oversees the design, analysis, installation, configuration, management, upgrade, and maintenance of the District's on premises and cloud-based storage systems; administers storage area network (SAN), creating managed disk pools and volumes, creating new allocations, and monitoring storage usage, performance, and access rules.
- Oversees the configuration, management, and monitoring of the enterprise backup solutions to provide data backup services for servers and end users; implements backup schedules; monitors to ensure that critical data is sent off-site for disaster recovery purposes; configures, tests, and

- monitors backup procedures on servers, cloud systems, and other components; verifies that backups are successful and data can be recovered.
- Oversees and participates in the design, analysis, configuration, testing, upgrade, and maintenance of the virtualization of platforms such as servers and cloud environments; diagnoses and solves technical and operational problems, working with vendors as needed.
 - Oversees the development of specifications, acquiring, racking, and stacking of physical devices and development of specifications for virtual devices and cloud-based systems.
 - Serves as technical lead for assigned projects, gathering user and systems requirements, working with vendors, contractors, project managers, and other project staff, installing, configuring, testing, and providing general technical support.
 - Functions as a liaison between project managers, analysts, data specialists, and client systems specialists to ensure standards and protocols are maintained; assists in coordinating activities with other information services staff.
 - Oversees the analysis, installation, configuration, maintenance, and monitoring of on premises and cloud-based upgrades to ensure effective system performance.
 - Oversees the configuration and implementation real-time monitoring to identify and resolve service outages and critical resource shortages in a timely and efficient manner.
 - Monitors system performance to identify and troubleshoot deficiencies in design, security, installation, and/or integration with other technologies.
 - Installs, configures, and maintains systems and upgrades, ensuring proper integration of these components with existing system architecture.
 - Oversees the provisioning and maintenance of identity access management such as Active Directory and its associated components on various on premises and cloud-based systems, including creating, managing, and assigning security permissions to organizational units, user accounts and groups, and computer groups.
 - Identifies, analyzes, and troubleshoots problems within the operating system, middleware, and application levels; identifies resource needs and allocates resources appropriately; installs and maintains software and tools on servers to ensure proper functioning of system applications.
 - Researches, recommends, and implements system enhancements to improve the performance and reliability of the system; researches, recommends, tests, and implements upgrades and fixes as needed.
 - Develops and recommends comprehensive standards, policies, procedures, and technical documentation pertaining to system maintenance and infrastructure; writes and maintains user and technical operating instructions and documentation; provides training to users and other technical staff and advises on best practices.
 - Provides specialized and complex technical support and assistance to staff concerning assigned systems; serves as the primary contact for and resolves related issues, conflicts, and concerns; responds to inquiries and provides information concerning system operations, projects, malfunctions, equipment, upgrades, practices, procedures, and related software applications.
 - Stays abreast of new trends and innovations in technology related to District operations; researches, recommends, and evaluates vendor solutions and technologies; implements improvements; works with staff to maintain, revise, or improve operations and systems.
 - Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Advanced infrastructure design, architecture, configuration, installation, and maintenance methods and techniques.
- Advanced techniques and methods of server infrastructure evaluation, implementation, and documentation including Active Directory.
- Advanced troubleshooting, configuration, and installation techniques including scripting and custom computer profiles and policies.
- Principles and practices of project management.
- Principles of computer and cloud-based operating systems, enterprise infrastructure, and peripheral components.
- Advanced principles and practices of designing, installing, managing, and maintaining virtualization technologies.
- Virtualized server design and configuration utilizing Storage Area Networks (SAN) and server virtualization software such as VMware.
- Principles and practices of configuring and using of system monitoring tools.
- Principles and practices of configuring and implementing system backup solutions within on-premises and cloud-based systems.
- Procedures for creating and modifying systems security within both on-premises and cloud-based environments to prevent intrusions and other harmful activities to the systems.
- The organization, operation, and functions of the department as necessary to assume assigned responsibilities and to determine appropriate point of escalation.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Principles and procedures of record keeping.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with vendors and District staff.

Ability to:

- Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
- Oversee and perform advanced technical support functions in the design, architecture, installation, configuration, maintenance, and repair of assigned systems; take appropriate action to resolve problems or escalate to appropriate staff as needed.
- Oversee and perform complex functions in the design, installation, management, implementation, testing, and maintenance of a variety of support servers, cloud-based systems, storage systems, and other components.
- Oversee and monitor system and server utilization and recommend appropriate revisions to processes, procedures, and operations.
- Perform analyses of informational requirements and needs; identify, evaluate, and solve systems problems; design and implement new or revised systems and procedures; provide technical advice and consultation, and ensure efficient computer system utilization.
- Collect, analyze, and interpret procedures and data; develop sound conclusions, recommendations, and solutions.
- Deal tactfully with the customers and staff in providing information, answering questions, and providing customer service.

- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, rules, and regulations.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from an accredited four-year college or university with major coursework in management information systems, computer science, or a related field and five (5) years of increasingly responsible experience in supporting and implementing information technology infrastructure and/or server administration and specific to the specialty area assigned which includes data center management, storage and backup, server and cloud management and server and cloud-based operating systems, and/or configuration management and event management.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.
- Possession of, or ability to obtain, industry-recognized information technology certifications are desirable such as VMWare or Cisco Network Associate.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift and carry materials and objects up to 50 pounds with the use of proper equipment and push and pull materials and objects up to 100 pounds with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

Salary Grade: C1-72

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FLSA: Non-Exempt

EEO Code: H-30

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