



SYSTEMS ANALYST

DEFINITION

Under general supervision, performs technical tasks related to the configuration, troubleshooting, maintenance, and monitoring of the District's information technology infrastructure; configures and installs real-time monitoring tools and identifies and resolves systems problems; configures and monitors enterprise backup solutions; oversees data center environmental conditions; provides recommendations, support, and training to other information services support staff and District users in areas of responsibility; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned ETS supervisor. Exercises technical direction and provides training to other staff.

CLASS CHARACTERISTICS

This is the journey-level class in the Systems Analyst series responsible for performing complex technical assignments, projects, and analyses in support of District infrastructure. Responsibilities require the use of tact, discretion, and independent judgment and to have full and thorough knowledge of the concepts, practices, procedures, and policies of assigned function. This classification is distinguished from the Senior Systems Specialist by the complexity and size of the systems supported and the amount of discretion exercised over problems and resolutions, as well as the latter serves as a technical leader and subject matter expert in specific area(s).

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Performs installation, configuration and reconfiguration, maintenance, troubleshooting, and upgrading of servers, mid-range computers, and related equipment; performs basic system administration functions.
- Performs a variety of technical tasks in support of the District's physical and virtual server infrastructures, including installing, configuring, maintaining, and monitoring hardware and software upgrades to ensure effective server performance.
- Performs systems and server maintenance checks and back-ups; processes and distributes standard and reoccurring reports for users.
- Installs and configures server and host server systems software and hardware in accordance with project and user department needs and requirements.
- Creates email boxes for users and departments; troubleshoots email servers, connection, access, security, firewall, and storage issues; monitors email servers and performs scheduled maintenance; sets up, supports and troubleshoots problems with synching email to smart devices.
- Maintains and supports active directory services by adding, removing, and/or editing users; creates access rights to users and user groups; creates groups and mailing lists.
- Maintains virtualization platforms in VMware environment; diagnoses and solves technical and operational problems, working with vendors as needed.

- Configures and monitors enterprise backup solutions to provide data backup services for servers and end users; implements backup schedules; monitors the tape library to ensure that critical data is sent off-site for disaster recovery purposes; configures and monitors backup procedures on servers and other components; verifies that backups are successful, and data can be recovered.
- Administers storage area network (SAN), including configuring storage directories, volume controllers, and redundant array of independent disks (RAID) arrays, creating managed disk pools and volumes, creating new allocations, and monitoring storage usage, performance, and access rules.
- Develops specifications for, acquires, racks, and stacks physical devices and develops specifications for virtual devices.
- Monitors, tracks, and compares systems performance using software-based testing, monitoring, and analysis tools.
- Monitors environmental systems and conditions within the data center; monitors environmental controls and performs safety checks; makes calculations and implements adjustments as needed; performs design and planning of environmental systems.
- Resolves and/or troubleshoots systems related issues.
- Identifies resource needs and allocates resources appropriately; installs and maintains software and tools on servers to ensure proper functioning of system applications.
- Configures and implements real-time monitoring to identify and resolve service outages and critical resource shortages in a timely and efficient manner.
- Monitors system performance to identify deficiencies in design, security, installation, and/or integration with other technologies.
- Performs user data migration and recovery due to hardware/software upgrade or disaster.
- Configures and maintains patch management of systems.
- Creates scripts to automate services.
- 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.
- 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.
- Writes and maintains user and technical operating instructions and documentation; provides training to users and other technical staff and advises on best practices.
- Provides updates, status, and completion information to staff and/or users via voicemail, email, or in-person communication.
- Serves as technical lead for assigned projects, including gathering user and systems requirements, working with vendors, contractors, project managers, and other project staff, installing, configuring, testing, and providing general technical support, and developing technical and user documentation.
- Provides support to ETS staff as needed.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles of computer operating systems, enterprise infrastructure, and peripheral components.
- Principles and practices of designing, installing, and maintaining virtualization technologies.
- Principles and practices of configuring and using of system monitoring tools.
- Principles and practices of configuring and implementing system backup solutions.
- Principles, practices, procedures, and techniques involved in installation, configuration, operation, monitoring, and maintenance of server infrastructure and network environments.
- Techniques and methods of system evaluation, implementation, and documentation.
- Troubleshooting, configuration, and installation techniques.
- Basic procedures for creating and modifying systems security.
- Principles and procedures of record keeping.
- Customer service and telephone techniques.
- 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 the public, students, and District staff, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation.

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.
- Monitor system and server utilization and recommend appropriate revisions to processes, procedures, and operations.
- Perform routine to complex functions in the installation, implementation, testing, and maintenance of a variety of support servers, storage systems, and other components.
- Perform basic analyses of informational requirements and needs, identify problems, provide technical advice and consultation, and ensure efficient computer system utilization.
- Analyze data and recommend logical solutions to problems.
- Deal tactfully with the customers and staff in providing information, answering questions, and providing customer service.
- Learn, interpret, and apply applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- 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 two (2) years of increasingly

responsible experience in supporting and implementing information technology infrastructure and/or server administration.

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.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer and to operate a motor vehicle to visit various District sites; 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. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may come into contact with fumes, dust, and/or odors and may interact with upset staff when providing infrastructure support services.

Salary Grade: C1-68

FLSA: Non-Exempt

EEO Code: H-30

Board Approved: April 2021