

## Analyst, IT Systems

**FLSA Status:** Exempt

**Pay Grade:** 21

**Job Title ID:** 191501

**Job Series/Job Family:** Information Technology Series / Support Services Family

### Reports To

Manager, IT Applications Support

### Job Purpose

To install, implement, administer and support IT software applications based on IT Project Management principles.

### Description of Duties and Tasks

*Essential duties and responsibilities include the following. Other duties may be assigned.*

#### **Required**

1. Supports, serves, installs, and maintains third party College-wide applications at ACC.
2. Supports, serves, installs, and maintains the College-wide Enterprise Resource Planning (ERP).
3. Coordinates troubleshooting with System Administrators to resolve system related problems, such as user support and problem resolution.
4. Monitors designated applications and takes corrective action to prevent or minimize system down time.
5. Assists with developing policies, workflows, Information Technology practices, queries, procedures, programs, scripts, or web pages as required.
6. Creates administrator and user documentation and trains personnel on new applications software.
7. Provides upper level support and guidance to users, ranging from beginners to expert users, having difficulties with applications.
8. Collaborates on special projects and may track and allocate software licenses as needed.
9. Keeps current with the latest technology; regularly attends technical training in order to maintain technical expertise.

### Knowledge

*Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.*

#### **Required**

- Information Technology common business needs and Project Management practices.
- Google Apps for Education, ID Works, Resource 25, Remedy, SQL, AIX application administration (Job specific duties may prefer or require experience in all or some of the above areas.)

### Skills

*Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.*

#### **Required**

- Maintaining an established work schedule and providing on-call assistance including some nights and weekends.
- Establishing and maintaining effective working relationships with a broad range of users that are both technical and non-technical.
- Troubleshooting techniques used to resolve application related problems.
- Ensuring availability, dependability, and reliability of assigned applications.

- Maintaining confidentiality of work related information and materials.
- Effectively using interpersonal and communications skills including tact and diplomacy.
- Communicating effectively through oral and written communications.

## **Computer Skills**

### ***Required***

- Demonstrated proficiency using standard office software, applications, query and control languages, application administration, and providing technical support to end users.

## **Physical Requirements**

### ***Required***

- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling.
- Work is primarily performed in a standard office environment.
- Occasional lifting of objects up to 25 pounds.

## **Work Experience**

### ***Required***

- Two years work experience in software application administration or development.

## **Education**

### ***Required***

- Associate degree, or educational equivalent, in computer science or information technology field, or equivalent combination of education and work experience.

### ***Preferred***

- Bachelor's degree in computer information systems, computer science, or related field.

## **Licenses/Certifications**

### ***Required***

- Valid Texas Drivers License if applicable to area of specialization.

## **Other**

### ***Required***

- Experience with web development.

### ***Preferred***

- Understanding of Relational Database Theory; Knowledge and experience with administering CollegeNET Resource 25 scheduling and software application, Remedy, Google Apps for Education, ID Works, SQL, and/or AIX application administration.

## **Safety**

### ***Required***

- Work safely and follow safety rules. Report unsafe working conditions and behavior. Take reasonable and prudent actions to prevent others from engaging in unsafe practices.