**WEST COVINA UNIFIED SCHOOL DISTRICT**
**SYSTEMS ANALYST**

**Brief Description of Position:**

Under the direction of the assigned supervisor, coordinates and manages activities related to the deployment, configuration, and usage of district information systems. This includes assistance with application system selection, implementation, project management, management of interfaces, and configuration. This individual will apply technical, communication, analytical, and problem-solving skills to the analysis of various technological processes and systems in order to improve the productivity and efficiency of the District.

**Directly Responsible to:**

Appropriately assigned supervisor/administrator

**Major Duties and Responsibilities:**
1. Maintain server systems (for example, but not limited to, file, print, application, WEB, database and proxy servers, operating systems, district-wide backup, routine maintenance programs) for the purpose of ensuring efficient operations
2. Participate in the resolution of help desk requests
3. Respond to inquiries from a variety of stakeholders for the purpose of providing technical assistance and support
4. Prepare written materials for the purpose of documenting activities, providing written reference, and/or conveying information
5. Respond to emergency situations of network, systems operations, and web services
6. Oversee, design, install, maintain, and troubleshoot a variety of technologies in order to support the District's information technology infrastructure
7. Lead and train computer support personnel in the maintenance of network, system operations, and web services
8. Administer email systems; add, delete, remove, and update user accounts; install, upgrade, and maintain email sites and servers, maintain cloud storage email site and servers
9. Set up administrator and service accounts, maintain system documentation, tune system performance, install system-wide software, and allocate mass storage space
10. Troubleshoot failure of site infrastructure systems, provide engineering analysis, recommend corrective actions, coordinate a response, and return the system to proper functionality
11. Participate in active directory administration of migrations, group policies, accounts, and security permissions
12. Install assigned computer programs and software as needed
13. Serve as a resource to appropriate committees
14. Collaborate with department managers, school sites, and technology staff to review, document, implement, and/or design effective applications and associated processes
15. Participate in trainings and meetings as required for job-related duties
16. Make recommendations on how to improve District applications and processes, with the goal of delivering enhanced service outcomes
17. Serve as liaison and resource to District departments and schools, outside contractors, and vendors, as assigned
18. Research and recommend equipment, supplies, materials, application software products, and services as needed; coordinate feasibility studies for applications, software, and system products under consideration for purchase and provide findings
19. Perform related duties as assigned

## Knowledge of:

- Operating systems and applications, including but not limited to, Windows, Linux, MacOS, iOS, Android, and Chrome OS
- ERP, SIS, CRM, or other information system applications
- School district processes and the systems that support them
- Current technology goals, objectives, and the ability to anticipate technological trends
- Cloud Architecture services and solutions
- Principles of project management
- Principles and practices of application system development
- Application security principles and best practices for ongoing system security
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases
- Reading and writing communication skills

## Ability to:

- Apply the principles and techniques of systems analysis and computer programming to problem resolution
- Diagnose, analyze, and provide solutions to complex problems within their area of responsibility
- Gather and document technology requirements and processes using software engineering methodologies, manage projects, and meet schedules and timelines
- Communicate effectively with vendors, developers, and product support teams to develop solutions and solve issues
- Understand applicable federal, state, and local laws, codes and regulations and their applications to district policy, procedure, and systems
- Perform duties that include elevated systems privileges and access to confidential data
- Work in a team environment using Service Management methodologies
- Prepare clear and concise reports, including metrics, test plans, use cases, and unit tests
- Foster collaboration between the user community, project management, contractors, and all levels of management
- Communicate clearly and concisely, both orally and in writing; understand and follow oral and written directions
- Work independently and with little direction
- Establish and maintain effective working relationships with others
- Operate office equipment including computers and supporting word processing, presentation, spreadsheet, network, and database applications

## Experience and Education:

- A Bachelor's degree from an accredited college or university in computing related discipline is preferable; must have graduated from high school and specialized college level data processing courses with an emphasis in programming, systems analysis, and/or data analytics; and
- A minimum of two years' experience in application support, database management, or systems administration; and
- A minimum of one years' experience with web services and data integration applications

**License/Other Requirements:**
- Must possess of valid California Driver's License during course of employment; must be insurable at standard rates and maintain such insurability during the course of employment


**Working Conditions:**
- Standard office setting with exposure to computer screens; and
- Position involves light to medium walking, standing, stooping, carrying and lifting of materials up to 50 pounds; and
- Requires visual acuity to read numbers, letters, and images; depth perception; hand and finger dexterity to use a keyboard, and hand-eye coordination; and
- Requires speaking and hearing ability sufficient to hear over phone and carry on routine conversations


Range:     36.5


Adopted: