



Job Description

Job Title: Information Systems Analyst III
Department: Information Technology Services

Grade: K
FLSA: Exempt

The incumbent in this job is expected to assist the College in achieving its vision and mission. Customer focus, college service, and a willingness to assist as needed are expectations for all employees.

General Function:

An experienced-level position focusing on a variety of technical work and analysis required for the development of user and systems requirements. Performs moderately to highly complex tasks involving planning, designing, programming, installation and maintenance of college systems.

Characteristic Duties and Responsibilities:

1. Primarily provides third-level support to users although not limited from working at other levels of the support model as needed, focusing on root cause, system and infrastructure analysis. Tasks may involve designing, installing, programming, troubleshooting and maintaining user's hardware and software.
2. May implement business analysis and change management as needed.
3. May respond to inquiries and requests from users for assistance as escalated through the support process.
4. May identify complex problems, troubleshoot and provide solutions to assist users.
5. May interact with vendors to resolve problems and stay abreast of new updates.
6. May assist users in formulating requirements and advise on alternatives and implications.
7. May coordinate with other units within ITS to resolve problems as necessary.
8. May analyze, design and implement plan for new systems or processes and may train users and entry-level staff.
9. May support ITS operations for a specific location or users/events form outside of the college.
10. May provide recommendations and implementation on optimizing standard processes as related to customer service.
11. May assist with coordination of projects.
12. Maintains a broad knowledge of technology, equipment and/or systems within field of work.
13. Performs other duties as assigned.



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Reporting Relationships:

Direction Received: Receives direction from the Information Systems Supervisor or Executive Director

Direction Given: May coordinate or lead entry-level, part-time technical staff and/or student employees

Minimum Requirements:

Associate Degree from a regionally accredited institution in Information Technology or related field, 30 hours or coursework beyond Associate's degree; industry specific certification; 3 to 5 years of related experience.

Knowledge, Skills, Abilities and Worker Characteristics:

Knowledge and skills in one or more areas of network telecommunication, system administration, systems analysis, design and database management in terms of concepts, techniques and operating principles

Depending upon the operational needs of the department, advanced to expert-level of knowledge and skills in the following areas:

- Windows Workstation and Server
- Windows, Macintosh and other operating systems
- Hardware devices
- Local Area Network (LAN) and remote access troubleshooting
- Network and LAN fundamentals, including network interface connection and user installation, network topologies, LAN administration, servers and network architecture
- Voice communication equipment
- Microsoft Office Suite software, third party systems accessed software via desktop client or web-based client
- Internet technology

Intermediate-level of ability to operate, install, maintain, configuring and troubleshoot highly technical computers, local and wide area network equipment, servers

Understanding of project management concepts

Ability to maintain effective working relationships with those contacted in the course of work

The intent of this job description is to provide a representative summary of the essential functions that will be required of positions given this title and should not be construed as a declaration of specific duties and responsibilities of any particular position. Employees will be assigned specific job-related duties through their hiring departments. Specific job-related duties assigned by hiring departments shall be consistent with the representative essential functions listed above and shall not be construed as expanding a particular position's role, scope, FLSA status, or grade. Sept 2012



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Ability to efficiently manage time and organize work

Ability to communicate clearly, verbal and written

Ability to maintain a customer focus in providing technology services

Working Conditions:

Typical office environment