



SYSTEMS SUPPORT ANALYST I

Classification: Professional-Technical Level 2

Location: District Office

Reports to: Learning Information Technology Services Director
Employee Group: Professional-Technical

FLSA Status: Non-Exempt

This job description does not constitute an employment agreement between the employer and employee and is subject to change as the employer's needs and job requirements change.

Part I: Position Summary

The position has primary responsibility for supporting district-level student information management and learning management systems, providing instruction, advice, and coordination to system users, analyzing and resolving problems and issues related to various system-related software, coordinating usage and securing access for all system users, and producing a wider variety of reports as needed.

Part II: Supervision and Controls over the Work

The systems support analyst is expected to be an expert in their assigned responsibilities and to work with minimal direction and supervision other than priorities and major changes. Systems analysis must be performed consistently with professional and technical standards and practices, including system documentation. Work is evaluated based on overall performance, reliability, and program efficiency and effectiveness.

Part III: Major Duties and Responsibilities

1. Serves as a senior systems analyst responsible for managing system security, accessibility, and data integrity through regulating access, data validations, and procedural compliance. Organizes and facilitates user support in collaboration within and with other departments utilizing information services technology, reporting tools, and productivity software to ensure best practices are maintained. Develops documentation and training materials that clearly communicate expectations, keeping end users up to date with readily available reference documentation. Works with end users, directors, and data coordinators to identify issues and reporting needs related to student information, analytics, and reporting needs in all products managed by Learning Management Services.
2. Provides user support when difficulties are encountered through the management of service ticket incidents and requests. Investigates and resolves application and functionality related issues and provides first level and advanced support and troubleshooting of district and vendor application systems. Troubleshoots technical issues and develops workarounds or alternative methods needed in existing applications to meet changing user requirements. Coordinates with third-party vendors for technical support, troubleshooting, and integration issues. Provides assistance and advice to users on how to effectively use applications and information technology.

3. Communicates procedures and basic functionality of a variety of system tools to staff in group settings, by phone, and in one-on-one consultations to provide clear, easy-to-navigate instruction and coaching. Serves as a parent resource for account management and access issues related to student information systems and curricular applications.
4. Produces technical documentation for new and existing applications. Writes technical procedures and documentation for the applications, including operations manuals and user guides.
5. Monitors daily operations, integrations, ongoing processes, and annual cycles for web applications and interfaces to facilitate system efficiency and effectiveness for staff. Coordinates maintenance of forms, templates, and procedures for user interface. Maintains master definition records for assigned functionality. Oversees student data, learning management systems, and instructional tools daily operations for continuous utilization and year-to-year transitions.
6. Conducts system and data audits and reporting to validate transactions and system reliability.
7. Participate in and/or lead meetings with the department, team, and user groups to discuss project, regulations, and applications status and issues to be resolved and strategy and priority for resolution. Provide initial use, new employee, and ongoing training for all departmental applications, procedures, processes, regulations, updates, and analytics related to student information in all products managed by Learning Management Services to ensure proper and efficient system use.
8. Provides technical expertise and recommendations in assessing new IT software applications and initiatives to support and enhance new and existing district computer systems.

Performs other duties as assigned.

Part IV: Minimum Qualifications

1. Experience working or interacting successfully with culturally diverse families and communities must be required, or they must have demonstrated a commitment to strengthening the engagement of a diverse community and skill in communicating with a diverse population.
2. Bachelor's degree in technology or directly related fields; equivalent job-related experience can substitute for the education requirement.
3. Three years of progressively responsible related experience.
4. Knowledge of data processing and enterprise software applications.
5. Strong mathematical, analytical, and problem-solving skills.



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6. Experience in developing and implementing standards, procedures, and guidelines to support operational processes.
7. Self-motivated with the ability to prioritize, meet deadlines, and manage changing priorities;
8. Proven ability to be flexible and work hard, both independently and in a team environment, in a high-pressure on-call environment with changing priorities.
9. Excellent English oral and written communication skills and presentation and facilitation skills.

Part V: Desired Qualifications

1. Specific knowledge and experience managing district-specific applications or higher environments preferred.

Part VI: Physical and Environmental Requirements

The physical demands and work environment described here are representative of those that an employee must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these functions.

While performing the duties of this job, the employee is frequently required to bend, reach, perform repetitive motions, sit, stand, move about, hear, and speak. The employee is also required to perform extensive work at a computer display terminal.

The employee must occasionally lift and/or move 25 to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.