



# PROGRAM SYSTEMS SUPPORT ANALYST I

Classification: Professional-Technical Level 2

Location: District Office

Reports to: Program Director

FLSA Status: Exempt (Administrative)

Employee Group: Professional-Technical

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 program management systems; providing training, support, advice, and coordination to system users; analyzing and resolving problems and issues related to various system-related software; coordinating usage and secure access to all system users; legal and regulatory compliance and producing a wider variety of reports as needed. Position titles may include but are not limited to College Career Readiness Systems Support Analyst and Special Services Support Analyst.

## **Part II: Supervision and Controls over the Work**

Program 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. The program systems analysis is to be performed consistently with professional and technical standards and practices, including system documentation and compliance reporting. Work is evaluated based on overall performance, reliability, program efficiency, and effectiveness.

## **Part III: Major Duties and Responsibilities**

1. Serves as a senior systems analyst with responsibility for managing system security, accessibility, and data integrity through regulating access, data validations, procedural compliance, and reporting. Organizes and facilitates user support in collaboration within the program and with other programs utilizing information services technology, reporting tools, and productivity software to maintain best practices.
2. Develops documentation and training materials that clearly communicate expectations and keep end users up to date with readily available reference documentation.
3. Works with end users' directors and data coordinators to identify issues and reporting needs related to student information, analytics, and compliance reporting needs in all products managed.
4. Provides user support when difficulties are encountered through the management of requests. Investigate and resolve application and functionality-related issues and provide 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 in the effective use of applications.

5. Communicates procedures and basic functionality of various system tools to staff in group settings, by phone, and in one-to-one consultation to provide clear, easy-to-navigate instruction and coaching. Serves as staff resource for account management and access issues related to student information, program systems, and applications.
6. Produces technical documentation for new and existing applications. Writes technical procedures and documentation for the applications, including operations, compliance reporting, user guide, etc.
7. 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, compliance reporting, program management systems, and instructional tools daily operations for continuous utilization and year-to-year transitions.
8. Conduct system and data audits and reporting to validate transactions and system reliability.
9. Participate in and/or lead meetings within the program, team, and user groups to discuss projects, regulations, applications status, 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 the program to ensure proper and efficient use of the system.
10. Provides technical expertise and recommendations in assessing new software applications and initiatives to support and enhance new and existing district systems.

Performs other duties as assigned.

#### **Part IV: Minimum Qualifications**

1. Must have experience working or interacting successfully with culturally diverse families and communities or have otherwise 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.
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.



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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 and program experience 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.