PRODUCT SYSTEMS SUPPORT ANALYST I

Classification: Professional-Technical Level 2   Location: District Office

Reports to: Learning Management Services Director   FLSA Status: Exempt (Professional)

Employee Group: Professional-Technical

This job description does not constitute an employment agreement between the district and employee and is subject to change by the district as the needs of the district and requirements of the job change.

Part I: Position Summary

The Product Systems Support Analyst I provides a wide range of comprehensive analytical systems from straight forward to complex, for all core product stake holders and end users of district software that serves staff and students including key instructional and operational software and web services. The Product Systems Support Analyst supports district Learning and Information Services applications; providing instruction, advice and coordination to system users; analyzing and resolving problems and issues related to various system related software; coordinating usage and secure access all system users; and producing a wider variety of reports as needed.

Part II: Supervision and Controls over the Work

Product Systems Support Analyst I 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 is to be performed consistent with professional and technical standards and practices to include system documentation. Work is evaluated based on overall performance, reliability and program efficiency and effectiveness.

Part III: Major Duties and Responsibilities

1. Administers system security (e.g. authorization, access, read only, passwords etc.) for the purpose of regulating access to products managed by Learning and Information Technology Services to ensure confidentiality of student information and records.

2. Communicates effectively procedures and basic functionality of a variety of system tools in group settings, by phone and in one to one consultation for the purpose of providing clear, easy to navigate instruction and coaching.

3. Consults with users and identifies issues related to key products managed by Learning and Information Technology Services.

4. Designs, coordinates, trains and develops report options utilizing a variety of application analytics and vendors for the purpose of providing personnel with key performance indicators and outcomes.

5. Develops and prepares user materials for end users for products managed by Learning and Information Technology Services as well as productivity software for the purpose of providing instruction and reference.

6. Manages and monitors help-ticket requests escalated for advanced troubleshooting for Learning and Information Technology Services for the purpose of keeping them current, troubleshooting issues and working with vendors.

7. Monitors access across key products managed by Learning and Information Technology Services for the purpose of ensuring the systems are running efficiently and effectively.

8. Participates/facilitates in meetings and workshops (e.g. associated user groups) for the purpose of communicating products managed by Learning and Information Technology Services regarding capabilities, best practices and/or accommodating district goals.

9. Produces training materials using a variety of applications for the purpose of keeping systems' users up-to-date with various program changes.

10. Researches integration-related issues between systems in partnership with network analysts and coordinators for the purpose of ensuring system integrity.

11. Responds to inquiries and provides primary user support relating to computer software and web-based applications managed by Learning and Information Technology Services for the purpose of resolving problems and supporting site and district users.

12. Responds to users requests for a variety of report options (e.g. assessment information, attendance, enrollment, training summaries, budgets, timelines, usage statistics, etc.)

13. Trains district and site staff on the use of Learning and Information Technology Services managed applications for the purpose of ensuring proper and efficient use of system.

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 engagement of a diverse community and skill in communicating with a diverse population.

2. Associate's degree in technology or directly related fields. Related experience may be substituted for education on a year for year basis.

3. Three years of progressively responsible product application support and management experience.

4. Extensive knowledge of data processing and enterprise software applications. Technical experience with application management and user support.

5. Skill in the use of Microsoft Office 365 and Google Applications.

6. Strong mathematical, analytical and problem-solving skills.

7. Experience in the development and implementation of standards, procedures and guidelines to support operational processes.

8. Self-motivated with the ability to prioritize, meet deadlines, and manage changing priorities.

9. 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.

10. 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.

2. Experience in providing one on one, small group, and online training and related documentation.

Part VI: Physical and Environmental Requirements

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

Employee is required to perform extensive work at a computer display terminal for extended periods of time. 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.