PRODUCT SYSTEMS SUPPORT ANALYST I

Classification: Professional-Technical Level 2   Location: District Office

Reports to: Learning & Information Technology Services Director   FLSA Status: Non-Exempt

Employee Group: Professional-Technical

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

Part I: Position Summary

The Product Systems Support Analyst I provides a wide range of comprehensive analytical systems, from straightforward to complex, for all core product stakeholders 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 for 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 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. Administers system security (e.g., authorization, access, read-only, passwords, etc.) to regulate access to products managed by Learning and Information Technology Services and ensure the confidentiality of student information and records.

2. Effectively communicates procedures and basic functionality of a variety of system tools in group settings, by phone, and in one-on-one consultations to provide clear, easy-to-navigate instruction and coaching.

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

4. Designs, coordinates, trains, and develops report options utilizing various application analytics and vendors to provide personnel with key performance indicators and outcomes.

5. Develop and prepare user materials for end users of products managed by Learning and Information Technology Services and productivity software to provide instruction and reference.

6. Manages and monitors help-ticket requests escalated for advanced troubleshooting for Learning and Information Technology Services to keep them current, troubleshoot issues, and work with vendors.

7. Monitors access across key products managed by Learning and Information Technology Services to ensure the systems are running efficiently and effectively.

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

9. Produces training materials using various applications to keep systems' users up-to-date with program changes.

10. Research integration-related issues between systems in partnership with network analysts and coordinators to ensure system integrity.

11. Respond to inquiries and provide primary user support for computer software and web-based applications managed by Learning and Information Technology Services to resolve problems and support site and district users.

12. Respond to users' requests for various report options (e.g., assessment information, attendance, enrollment, training summaries, budgets, timelines, usage statistics, etc.).

13. Train district and site staff on the use of Learning and Information Technology Services-managed applications to ensure the proper and efficient use of the 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 the 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.
    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.

2. Experience 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 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 must work extensively at a computer display terminal for extended periods. 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.