

SAN DIEGO COUNTY OFFICE OF EDUCATION
Personnel Commission

CLASS TITLE: SYSTEMS ANALYST

DEFINITION: Under general supervision, provides technical guidance and support to SDCOE and school district staff in the testing, training, and troubleshooting of computerized information system(s). Incumbents may be assigned to the Customer Resource Center which supports the integrated HR/Payroll/Finance Systems, SIS Training and Support which supports the Student Information System, or other departments that require specific system(s) support. Depending upon assignment, incumbents may perform any combination of the duties listed below.

REPRESENTATIVE DUTIES:

ESSENTIAL FUNCTIONS:

Training

Plans, researches and develops curriculum and training materials.

Delivers training sessions to individuals, small and/or large groups in both informal and formal settings using a variety of presentation mediums.

Assesses individual, group, or district training needs of assigned system.

Solicits input from clients to ensure that training is supporting user needs.

Works with SDCOE technical staff to identify areas of needed training.

Attends user meetings to determine areas where additional training can improve the user's experience.

Assists in the publication of the training schedule.

Prepares and conducts training evaluations and revises curriculum based on evaluations.

Maintains a record of attendees; maintains related databases and prepares required reports.

Prepares and maintains training manuals and other learning tools.

Testing

Works with technology staff to define system requirements.

Develops and adheres to test standards, guidelines and practices.

Develops test plans.

Develops test data and procedures to validate system output.

Develops situational test data to determine readiness of system applications for SDCOE and district use.

Participates in system testing as specified to ensure accuracy and efficiency; assesses functionality, identifies program errors, and makes recommendations for improvement or implementation.

Documents software tests.

Performs failure analysis.

Evaluates and recommends implementation of system application changes and enhancements.

Assists in establishing systems controls to ensure completeness and accuracy of data and reports.

Help Desk

Provides phone support to users on software and hardware related challenges.

Responds to email requests for assistance.

Provides assistance in the preparation of reports utilizing the computerized information system.

Documents user challenges, conducts research and troubleshoots to resolve challenges, communicates resolution to users.

Compiles data to document areas of trouble; monitors to determine if modifications are necessary; informs supervisor of areas of concern.

Receives, prioritizes, and documents help desk service calls.

Utilizes and maintains the helpdesk tracking software.

Provides excellent customer service.

General

Initiates and maintains liaison with end users, programmers, subject matter experts, consultants, and others to accomplish assigned duties.

Participates in ongoing training on applicable software to remain proficient and up-to-date on system(s).

Attends a variety of meetings.

NON-ESSENTIAL FUNCTIONS:

Performs related duties as assigned.

CREDENTIALS, CERTIFICATES, LICENSES OR OTHER REQUIREMENTS:

None

EDUCATION AND EXPERIENCE:

A combination of education, training and/or experience that clearly demonstrates possession of the knowledge and abilities detailed below. A typical qualifying background would include five years of related work experience including significant work within a human resources, payroll or finance system or other complex data system.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Large-scale, complex computerized information systems and applications

Systems analysis and application development

Requirements, restrictions and applications of database concepts

Business practices and procedures

Problem research techniques

ABILITY TO:

- Quickly develop a thorough technical and working knowledge of the structure, applications and operation of assigned system(s)
- Identify and analyze user or system problems
- Analyze complex technical data and draw valid conclusions
- Develop scripts for system testing
- Use computer equipment, peripherals and software applications
- Make effective technical presentations to individuals and groups
- Utilize a variety of training methods
- Communicate orally and in writing
- Provide technical leadership, guidance and assistance
- Work effectively independently and as part of a team with minimum supervision
- Organize and prioritize work
- Exercise appropriate judgment in making decisions
- Maintain confidentiality of information
- Demonstrate attendance sufficient to complete the duties of the position as required
- Complete routine tasks thoroughly, accurately and with attention to detail

WORKING CONDITIONS & PHYSICAL ABILITIES:

Environment

Duties are typically performed in an office environment or training site. Position requires the ability to travel to and from school districts, SDCOE sites, and other training facilities throughout the county.

Must be able to hear and speak to exchange information; see to perform assigned duties; sit and/or stand for extended periods of time; possess dexterity of hands and fingers to operate computer and other office equipment; kneel, bend at the waist, and reach overhead, above the shoulders and horizontally, to retrieve and store files and supplies; lift light objects.

DISTINGUISHING CHARACTERISTICS:

A Systems Analyst has responsibility for developing the training program and materials as well as developing testing scripts whereas a Systems Technician supports training and testing by providing input or testing based on a developed script. Additionally, the more complex, non-recurring problems are referred to the Systems Analyst classification for resolution. Depending upon assignment, positions in this classification may require specific knowledge and experience working with a particular system. Therefore, screening criteria may vary from recruitment to recruitment.

Established: 08/13

Revised:

Personnel Commission Approved: _____ **September 18, 2013**