

State College Borough

Systems Analyst

Job Description



REPORTS TO: Chief Technology Officer
ROLE & LEVEL: P2

DEPARTMENT: Information Technology
FLSA STATUS: Exempt

WORK OBJECTIVE:

The Systems Analyst works in a team environment to design, implement, support and maintain all information systems including networks, servers, desktops, and the data center. Position works closely with the IT Project Manager and the Chief Technology Officer to progress and complete technology related projects for the Borough and its contracted clients. Serves as lead Network Administrator for any configuration for the network infrastructure. Work is performed independently under limited supervision with considerable latitude. Position typically requires processing and interpreting of more complex, less clearly-defined issues.

EXAMPLES OF ESSENTIAL FUNCTIONS:

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Serves as Tier 3 technical support by responding to escalations made by Systems Administrators or Technical Support Specialists
- Provides customers with updates on ticket status to ensure communication between customers and the IT Department
- Designs backup systems, disaster recovery, LAN/WAN infrastructure, storage, network security, and other equipment and processes as required by using best/next practices and business requirements
- Maintains high level of involvement in the details of process changes across the enterprise and provides technical expertise
- Supports technology projects and custom software implementations by participating in planning sessions as well as performing assigned tasks
- Maintains IT systems documentation regarding policy, procedures, changes, configuration-information, and other critical systems information
- Develops cooperative relationships with vendors, contractors, employees, and IT team members to best pair business needs with appropriate technology/systems solutions
- Reviews and researches new technologies and stays current in trends in municipal government; participates in evaluation discussions and offers recommendations
- Assists in the design of technology product implementation

Supervision:

- None

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KNOWLEDGE, SKILLS, AND ABILITIES:

- Working knowledge of hardware and software, including PCs, Servers, network theory and landline and wireless communication principles
- Working knowledge of standard office applications, operation, security, and maintenance of server, desktops, laptops, mobile devices and related equipment in a networked environment
- Skill in the use of Microsoft Office products (Word, Outlook, and Excel, and PowerPoint)
- Skill in time management and work organization
- Ability to establish and maintain effective and cooperative working relationships with those contacted in the course of work
- Ability to quickly investigate and understand an array of applications and technologies in order to gather and understand operational, business, and application requirements
- Ability to identify a problem or situation, troubleshoot, and work with team members to resolve problems
- Ability to contribute meaningful input during meetings pertaining to conducting a successful Help Desk, support technologies, departmental functions and processes
- Ability to communicate effectively orally and in writing

MINIMUM QUALIFICATIONS:

Bachelor's degree in information technology or related field; supplemented two or more years' IT experience; or an equivalent combination of education, certification, training, and/or experience. This position requires a criminal background evaluation and a valid Pennsylvania Driver's License.

In addition to meeting the minimum qualifications listed above, an individual must be able to perform each of the established essential functions in order to perform this job successfully.

PREFERRED QUALIFICATIONS:

- Experience with virtual environments, Office 365, network solutions, storage, and databases

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PHYSICAL REQUIREMENTS:

Depending on functional area of assignment, tasks involve the periodic performance of moderately physically demanding work, usually involving lifting, carrying, pushing and/or pulling of moderately heavy objects and materials (up to 50 pounds). Tasks that require moving objects of significant weight require the assistance of another person and/or use of proper techniques and moving equipment. Tasks may involve some climbing, stooping, kneeling, crouching, or crawling.

ENVIRONMENTAL REQUIREMENTS:

Tasks are regularly performed inside and/or outside with potential for exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

SENSORY REQUIREMENTS:

Some tasks require manual dexterity, in addition to visual and hearing acuity. Some tasks may involve identifying and distinguishing colors

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The job description does not constitute an employment agreement between State College Borough and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

State College Borough is an Equal Opportunity Employer. In compliance with United States Equal Employment Opportunity guidelines and the Americans with Disabilities Act, State College Borough provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I have read and understand this classification description and hereby certify that I am qualified to perform this job, with or without reasonable accommodation.

Name (print)

Supervisor's Name (print)

Employee Signature

Supervisor's Signature

Date

Date