



SYSTEMS ANALYST

Jurisdiction Class: Competitive
Civil Division: All
Adopted by PO: 12/18/2008
Revised by PO: 10/19/2017

DISTINGUISHING FEATURES OF THE CLASS:

An employee in this class is responsible for analyzing current operating systems and creating logical applications and data processing for administration, financial or statistical operations. Develops and maintains a help-desk function for technology users and a prioritized work order system providing detailed cost estimates and scheduling appropriate personnel in addressing the identified needs. An employee in this class is responsible for conducting operations, organization, research and analysis studies in order to introduce more efficient, economical and productive work methods through the use of data processing systems. The incumbent is also responsible for training and project management. The position requires frequent contact with staff at all levels to perform fact finding, review research, and evaluate operational systems. The work is performed under the general supervision of higher level staff. Supervision is a regular responsibility of the position, with the incumbent directing the activities of computer technicians or other staff on a particular project. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Trains internal and external users and user support personnel in a variety of settings;
Provides coordinated management of BOCES data collection requirements, including student management reporting and reporting and Data Warehouse information requirements;
Provides all tasks associated with project management, including identification, prioritization, and scheduling resources;
Identifies, prioritizes and assigns work tasks and supervises technicians;
Develops reports to provide statistics and/or information from a system;
Manages and maintains district Web site;
Develops procedures based upon standards for users to insure uniformity and compatibility;
Makes recommendations concerning new technologies, equipment, software, etc.;
Provides equipment, software and issue resolution assistance to district's support services, including cafeteria, transportation, maintenance department for such technology items as phone system, surveillance camera system, electronic door controls and HVAC operations;
Analyzes and evaluates needs against technological capabilities and feasibility;
Analyzes and designs new or revised computer applications/technologies;
Identifies user problems and procedures for solution;
Manages the districts Automated Public Contact (Phone/Email/Text) system;
Follows up with users concerning State deadlines and requirements;
Formats data from various systems to enable conversions for use by other systems;
Performs other duties as assigned.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of personal computer hardware, software, operating systems and peripheral devices;
Thorough knowledge of current technology involved in programming and systems analysis;
Good knowledge of current computer language, principles and practices of system design;
Good knowledge of application areas and how to apply information processing and data processing equipment to solve the data collection and information processing needs of the employer;
Ability to train on software/hardware use in one-on-one and group settings;
Ability to communicate effectively, both orally and in writing concerning procedures of a technical nature, ability to integrate data processing requirements with existing software and/or hardware, ability to instruct others regarding technology based applications (hardware and software);
Ability to multi-task and practice good judgment;
Resourcefulness;
Ability to establish and maintain effective work relationships with all levels of staff.

MINIMUM QUALIFICATIONS: Either:

- a) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Computer Science or a closely related field AND two (2) years of experience in computer programming or computer systems analysis; OR
- b) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in Computer Science or a closely related field AND four (4) years of experience in computer programming or computer systems analysis; OR
- c) Graduation from high school or possession of a high school equivalency diploma AND six (6) years of experience in computer programming or systems analysis.

SPECIAL NOTE:

Any work experience used to meet the minimum qualifications must have been within the immediate past six (6) years.