STOCKTON UNIFIED SCHOOL DISTRICT

CLASS TITLE: **SYSTEM ANALYST**

BASIC FUNCTION:

Under the direction of the Director of Information Services, perform technical duties in the development, maintenance and analysis of assigned computer systems to meet District needs and provide for system enhancements; troubleshoot and resolve system malfunctions and problems; facilitate the computerized collection, management, manipulation and distribution of data used for analysis.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:
Perform technical duties in the development, maintenance and analysis of assigned computer systems to meet District needs and provide for system enhancements; modify existing programs to improve reporting and record maintenance; integrate new software with existing computer systems.

Receive and respond to user requests and complaints regarding system problems, malfunctions, issues and concerns; troubleshoot, identify and resolve system malfunctions and problems.

Facilitate the computerized collection, management, manipulation and distribution of data used for analysis; install, upgrade and configure software applications to assure smooth running of assigned computer systems.

Analyze requests for system additions and revisions; confer with users to determine software and hardware requirements and desired output, resolve problems and provide support and assistance; provide advice to users concerning data processing procedures and requirements.

Evaluate effectiveness of existing hardware, software and computer systems; recommend upgrades and replacements of hardware and software to enhance assigned computer systems; recommend changes in operational procedures to enhance system performance.

Communicate with District personnel and outside agencies to exchange information, coordinate activities and resolve issues or concerns related to computer systems and assigned activities.

Prepare and maintain various records and reports related to assigned activities.

Assist in the implementation of new computer systems; test new computer systems and identify

problems, issues and concerns; evaluate new systems for effectiveness.

Train and provide work direction and guidance to assigned personnel.

Drive a vehicle to conduct work.

Maintain regular and prompt attendance in the work place.

OTHER DUTIES:
Provide technical support and assistance to other departments as assigned; assist other departments with inputting data and generating computerized reports as directed. Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
- Computer systems and software applications utilized by the District.
- Principles, practices and techniques used in the development, maintenance and analysis of computer systems.
- Database structures, on-line applications and system capabilities of the District's computer systems.
- COBAL and other computer languages utilized by the District.
- Data processing principles and practices.
- Oral and written communication skills.
- Interpersonal skills using tact, patience and courtesy.
- Record-keeping and report preparation techniques.
- Principles of training and providing work direction.
- Technical aspects of field of specialty.

ABILITY TO:
- Perform technical duties in the development, maintenance and analysis of assigned computer systems to meet District needs and provide for system enhancements.
- Troubleshoot and resolve system malfunctions and problems.
- Facilitate the computerized collection, management, manipulation and distribution of data used for analysis.
- Modify existing programs and procedures to improve reporting and record maintenance.
- Respond to user requests for assistance and malfunction correction and provide technical support.
- Communicate data processing procedures and requirements to users.
- Provide technical guidance and recommendations concerning existing computer programs and systems.
- Communicate effectively both orally and in writing.
- Establish and maintain cooperative and effective working relationships with others.

Systems Analyst - Continued

- Train and provide work direction and guidance to assigned personnel.
- Analyze situations accurately and adopt an effective course of action.
- Maintain records and prepare reports.
- Plan and organize work.
- Meet schedules and time lines.
- Work independently with little direction.
- Develop and maintain cooperative working relationships with those contacted in the course of work.
- Carry out oral and written directions; write and speak at a level sufficient to fulfill the duties to be performed for the position described.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: associate's degree in computer science, data processing or related field and three years experience in the operation, maintenance and analysis of computer systems.

LICENSES AND OTHER REQUIREMENTS:
Valid California Class C driver's license.

WORKING CONDITIONS:

ENVIRONMENT:
Office environment

PHYSICAL DEMANDS:
Employees in this position must have/be able to:
- Sit for extended periods of time.
- Enter data into a computer terminal/typewriter and operate standard office equipment.
- Bend at the waist, kneel or crouch.
- See, hear and speak with/without assistive devices sufficient to communicate effectively with others.
- Reach overhead, above the shoulders and horizontally, grasp, push/pull.
- Lift and/or carry up to 25 lbs at waist height for short distances.

Board Adopted: 1/11/05
CSEA Chapter 821
Salary Range: 59