

NOVATO UNIFIED SCHOOL DISTRICT

TITLE: SYSTEMS ANALYST

SALARY: RANGE 41 – CLASSIFIED SALARY SCHEDULE

BASIC FUNCTION:

Under the direction of an assigned administrator, conduct data extracts from student information systems for testing, library, email, mandated reporting and learning systems utilizing assigned software as required; maintain District physical and virtual servers; maintain District network operating system and email system; provide help desk support to site-based technicians.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Conduct data extracts from student information systems for testing, library, email, mandated reporting and learning systems utilizing assigned software as required.

Maintain District physical and virtual servers including SAN, DHCP, DNS, VOIP and web applications; perform SQL programming of application interfaces; install and maintain antivirus software; develop and support database systems.

Maintain District network operating system and email system; oversee the implementation of email policies, organizational units and email groups; create, maintain, update and remove staff email accounts as required.

Provide help desk support to site-based technicians; operate, install, configure, test and perform minor repairs to computer equipment, software and related peripherals; troubleshoot computer equipment and peripheral devices and report need for major repairs to appropriate personnel; utilize best client imaging practices.

Maintain VoIP servers, IP paging servers, bell paging, domains and other functions in accordance with established guidelines.

Maintain a variety of records and reports related to computer repairs and inventory; update databases as necessary; process service requests and verify computer specifications; oversee purchasing functions for computers; obtain pricing.

Install and configure new technology as required; research, identify and evaluate new hardware and software that would benefit the campus and make purchasing recommendations.

Communicate with personnel and outside agencies to exchange information, coordinate activities and resolve issues or concerns; serve as a liaison between users, technicians, contractors, vendors and others.

Operate a variety of office equipment including a copier, fax machine, computer and assigned software; drive a vehicle to conduct work.

Train and provide work direction to assigned staff.

Prepare and maintain various records and reports concerning incoming calls, work orders, maintenance, repairs and assigned activities.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- ▶ Maintenance of physical and virtual servers.
- ▶ Local and wide area networks.
- ▶ Antivirus programs and capabilities.
- ▶ Data processing systems and procedures.
- ▶ Data communications and network protocols.
- ▶ Appropriate diagnostic tools and program documentation.
- ▶ Technical aspects of field of specialty.
- ▶ Computer hardware systems and software applications.
- ▶ Materials, methods and tools used in the operation and repair of computer systems.
- ▶ Principles of training and providing work direction.
- ▶ Laws, rules and regulations related to assigned activities.
- ▶ Inventory methods and practices.
- ▶ Proper methods of storing equipment, materials and supplies.
- ▶ Record-keeping and filing techniques.
- ▶ Interpersonal skills using tact, patience and courtesy.
- ▶ Oral and written communication skills.
- ▶ Telephone techniques and etiquette.
- ▶ Correct English usage, grammar, spelling, punctuation and vocabulary.

ABILITY TO:

- ▶ Perform complex technical work in the repair, maintenance and installation of a variety of computer equipment, mobile devices and peripherals.
- ▶ Provide technical assistance to computer systems users.
- ▶ Troubleshoot and repair basic system malfunctions and maintain system operation.
- ▶ Research, analyze and recommend new system software and hardware.
- ▶ Make routine equipment adjustments and perform routine maintenance.
- ▶ Train and provide work direction to assigned staff.
- ▶ Prioritize and schedule work.
- ▶ Assemble, organize, and prepare data for records and reports.
- ▶ Complete work with many interruptions.
- ▶ Answer telephones and greet the public courteously.
- ▶ Type or input data at an acceptable rate of speed.
- ▶ Communicate effectively both orally and in writing.
- ▶ Understand and follow oral and written instructions.
- ▶ Establish and maintain effective working and cooperative relationships with others.

- ▶ Prepare and maintain a variety of reports, records, and files.
- ▶ Operate standard office equipment including a computer and assigned software.
- ▶ Meet established schedules and time lines.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: an associate's degree in computer science or related field and three years of experience with the installation, maintenance and repair of computer systems, peripherals and related equipment.

OTHER REQUIREMENTS:

- ▶ Valid California Driver's License.
- ▶ DMV Pull authorization for NUSD.
- ▶ Department of Justice fingerprint clearance.
- ▶ TB clearance.

WORKING CONDITIONS:

ENVIRONMENT:

- ▶ Indoor environment.
- ▶ Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

- ▶ Dexterity of hands and fingers to operate hand tools, computer keyboards and other assigned equipment.
- ▶ Reaching overhead, above the shoulders and horizontally.
- ▶ Seeing to read a variety of materials and perform computer repair duties.
- ▶ Hearing and speaking to exchange information in person or on the telephone.
- ▶ Sitting or standing for extended periods of time.
- ▶ Bending, crouching, kneeling and stooping to reach materials.
- ▶ Lifting, carrying, pushing or pulling moderately heavy computer equipment.

POTENTIAL HAZARDS:

- ▶ Driving a vehicle during adverse weather conditions.