System Analyst I

Job Code 00001121

General Description
Responsible for providing system support for hardware and software users of various University departments. Recommend, develop, and train users in software applications.

Examples of Duties
Provide system support for all purchased and in house automation systems within assigned departments.
Coordinate the purchasing and upgrading of hardware and software
Develop PC applications for various departments using database and spreadsheets.
Analyze user functions and recommend procedures for all new and current supported systems.
Write user documentation.
Maintain user lists and menu security and add and delete users as needed.
Maintain archived system data on microfiche.
Interact with outside vendors as point of contact for purchases and demos.
Provide a stable network environment.
Maintain adequate supplies for computers and printers.
Maintain user license and computer inventory information.
Maintain network drives and carry out periodic cleanup.
Assist in training users on software.
Prepare training materials.
Resolve PC hardware and software problems.
Assist in hardware set up and software installation.
Perform routine and time-critical backups.
Assist management with a variety of special projects.
May supervise staff or students.
Perform other duties as assigned.

Knowledge, Skills, and Abilities
Knowledge of: various software programs, hardware specifications, and labeling; the general functions of the assigned department.

Skill in: working as a team member and trainer; establishing rapport with other departments and outside vendors.
Ability to: interpret contracts regarding computer applications, technical manuals, and support documentation; write training materials and user documentation for procedures, memos and purchase requisition; perform intermediate math including Boolean algebra; deal with many different users with varying knowledge of computers and applications; learn and apply new applications.

Experience and Education
To qualify for this classification, an individual must possess any combination of experience and education that would likely produce the required knowledge, skills, and abilities.

Other Requirements
None.