

## Systems Support Analyst

### Job Code 00001111

#### **General Description**

Responsible for functioning as the technical liaison between the department computer user and Information Systems and Services for a variety of needs and purposes.

#### **Examples of Duties**

Complete, assist or coordinate the system development lifecycle (SDLC) of software subsystems.  
Analyze and evaluate the needs of a specific area within the university.  
Analyze the impact of a given system to other university systems.  
Provide data security.  
Coordinate night batch programs.  
Provide progress updates on assigned projects.  
Analyze, evaluate, and respond to requests for data.  
Review and assess the impact of various external forces on assigned areas.  
Make recommendations for enhancements or alternative solutions for improvements in the system.  
Serve as liaison to facilitate effective communication between non-technical users and technical programmers.  
Provide hardware and software support to end users.  
Assimilate software documentation.  
Prepare or assist in preparing training materials for new applications.  
Assist in the coordination of formal training.  
Maintain, monitor, and update the departmental unit database.  
Maintain system security.  
May supervise staff.  
Perform other duties as assigned.

#### **Knowledge, Skills, and Abilities**

**Knowledge of:** Word processing, spreadsheet and desktop publishing software for PC's, MAC's or mainframe systems; university reporting structure; software and hardware requirements; laws, guidelines, policies and procedures in higher education; discretion.

**Skill in:** Preparing clear, concise reports, training materials, surveys, and documentation regarding project design, development, and implementation; developing a rapport with other employees; conducting interviewing and training; problem solving and decision making; giving presentations, typing, and drawing; time management; using time productively.

**Ability to:** Understand and interpret policy and procedure manuals, state and federal laws, technical documents; perform basic math; compare and verify columns of numbers; interpret software design methodologies; perform intermediate math and apply basic descriptive and inferential statistics; explain technical information to lay persons; negotiate; be proactive and

foresee technological changes and design systems to utilize future advancements; work under pressure; give effective presentations of technical materials, ideas, procedures and instructions.

**Educational Experience**

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**