Systems Analyst

Job Title:	Systems Analyst	Company Job Code:	....
FLSA Status:	....	Division/Department	....
EEO Code:	....	Reports to:	Manager
Salary Grade/Band:	....	Last Revision Date:	....

SUMMARY

Responsible for the operating system and associated subsystems. Provide system-level support of multi-user operating systems, hardware and software tools, including installation, configuration, maintenance, and support of these systems. Identify alternatives for optimizing computer resources.

PRIMARY RESPONSIBILITIES

1. Collect information to analyze and evaluate existing or proposed systems.
2. Research, plan, install, configure, troubleshoot, maintain and upgrade operating systems.
3. Research, plan, install, configure, troubleshoot, maintain and upgrade hardware and software interfaces with the operating system. Analyze and evaluate present or proposed business procedures or problems to define data processing needs.
4. Prepare detailed flow charts and diagrams outlining systems capabilities and processes.
5. Research and recommend hardware and software development, purchase, and use.
6. Troubleshoot and resolve hardware, software, and connectivity problems, including user access and component configuration.
7. Select among authorized procedures and seek assistance when guidelines are inadequate, significant deviations are proposed, or when unanticipated problems arise.
8. Record and maintain hardware and software inventories, site and/or server licensing, and user access and security.
9. Install, configure, and upgrade desktop hardware and peripherals to include; network cards, printers, modems, mice and add-in boards.
10. Work as a team member with other technical staff, such as networking to ensure connectivity and compatibility between systems.
11. Write and maintain system documentation.
12. Conduct technical research on system upgrades to determine feasibility, cost, time required, and compatibility with current system.
13. Maintain confidentiality with regard to the information being processed, stored or accessed by the network.
14. Document system problems and resolutions for future reference.
15. Other duties as assigned.

ADDITIONAL RESPONSIBILITIES

1. Assist personnel of other departments as a computer resource.
2. Provide on-the-job training to new department staff members.
3. Provide computer orientation to new company staff.

KNOWLEDGE AND SKILL REQUIREMENTS

1. Basic reading, writing, and arithmetic skills required. This is normally acquired through a high school diploma or equivalent.
2. Knowledge of company supported hardware, software and operating systems to include configuration and connectivity. Ability to investigate and analyze information and to draw conclusions. Ability to plan, implement, test, and troubleshoot system software. Ability to develop systems solutions for operational problems. Knowledge of computer flow charts and of programming logic and codes. Ability to determine computer problems and to coordinate hardware and/or software solutions. Ability to communicate technical guidance and instruction to users on the use of PC and/or mainframe applications and systems. Ability to write technical instructions in the use of programs and/or program modifications. Records maintenance skills. Knowledge of computer security procedures and protocol. Knowledge of federal copyright laws as they pertain to the use of computer software. Ability to determine the nature of computer hardware and systems software problems, and to communicate technical guidance and information to users. Ability to learn and support new hardware, software and operating systems. Work with users requires interpersonal skills. This is normally acquired through a combination of a Bachelor's Degree and three to five years of programming and/or system analysis experience.
3. Responsibilities may require evening and weekend work in response to needs of the systems being supported.

WORKING CONDITIONS

Working conditions are normal for an office environment. Work requires extensive work using a computer. Responsibilities may require evening and weekend work in response to needs of the systems being supported.

SOURCE: **hrVillage.com**