

POSITION DESCRIPTION

JOB TITLE: Systems Analyst

DEPARTMENT: INFORMATION SERVICES

DIVISION: INFORMATION SERVICES

SALARY RANGE: COMMENSURATE WITH EDUCATION AND EXPERIENCE

FLSA: EXEMPT

IMMEDIATE SUPERVISOR:

SCHEDULE DETAILS: FULL-TIME/12 MONTH POSITION/PUBLIC SCHOOL RETIREMENT SYSTEM OF MISSOURI

DATE OF LATEST REVIEW/REVISIONS: May 2024

Position Summary

The Analyst assists with the planning and integration of applications with the transfer of information from Jenzabar ONE (MS-SQL server) to other software applications. The position acts as the liaison with the Remote Server Management Services (RSMS) and Remote Database Administrators (RDBA). This position works closely with the Information Service Team to provide user support, including working on end user permissions, troubleshooting, coordinating and testing upgrades, ad hoc data extraction, and overall support and training.

Essential Job Duties

- Serves as a liaison with exceptional customer service skills, concerning internal and external constituents, including gathering project requirements and management and providing timely updates.
- Creates new accounts and assigns permissions to system users as appropriate to positions and as approved by administrators and maintain user connectivity to database and systems.
- Troubleshoots and resolves database and system(s) issues, internal and external.
- Facilitates change management processes to ensure smooth transitions during system implementations or upgrades, including providing support to end users during transitions.
- Writes queries to retrieve, validate, and update records of data across the entire student information system and auxiliary databases and systems.
- Assists with the maintenance and security of databases and software applications.
- Collaborate with internal stakeholders to leverage the use of the student information system to serve students and the institution's operational needs.
- Ensures data security, integrity, consistency, and accuracy.
- Creates and maintains documentation and workflows for processes and procedures regarding the database and systems.
- Maintains existing reports related to the student information system.
- Stays updated on emerging technologies, industry trends, and best practices in system design.
- Other duties as assigned by supervisor.

Required Knowledge, Skills & Abilities

- Bachelor's degree in a program of study related to the position with three years of related experience.
- Working knowledge of Microsoft SQL.
- Skill in troubleshooting data to resolve inaccuracies in efforts to produce valid and reliable data.
- Ability to handle confidential material judiciously.
- Demonstrated ability to communicate effectively with computer and information users.
- Ability to plan, organize, and implement responsibilities effectively.
- Ability to establish and maintain positive working relationships with other professionals, staff, and the public.
- Ability to demonstrate initiative and meet objectives with minimal supervision.

Preferred Knowledge, Skills & Abilities

- Programming skills in Visual Basic, Java, HTML, SQL, or Informix and other programming languages.
- Working knowledge of current hardware systems.
- Ability to administer the current student information system (Jenzabar ONE).
- General understanding of Information Technology including; network protocols (TCPIP, TCP/IP, FTP, Virtual Networking).

Equipment/Software

- Information Technology abilities required:
 - Ability to operate a computer using Windows environment.
 - Ability to operate a computer within the Crowder College network environment.
 - Ability to utilize email.
 - Ability to perform basic Microsoft Office 365 components (MS Word, MS Excel, MS Power Point).
 - Ability to perform basic Learning Management System functions.
 - Skills writing queries using software tools.

Positions Supervised

None

Working Environment

- Generally, indoors in a normal office/classroom/clinical environment with minimal exposure to temperature changes, noise, dust or chemicals.
- Normal college working hours but adjustment of hours involving evening and/or weekend work may be required.
- A neat appearance and appropriate businesslike apparel.
- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical

- Generally sedentary work but will involve mobility within the campus and various sites, light lifting, and physical activities involved in handling office equipment such as computers or files.
- Input, access and distribute information using computers.
- While performing the duties of this job, the employee is occasionally required to stand, walk, sit, use hands to handle or feel, reach with hands and arms, stoop, kneel, or crouch, and talk or hear. Specific vision abilities required by this job include close vision for extended periods of time.

Creative and Analytical Skills

- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to devise or modify methods or processes to solve specific problems.
- Ability to plan, develop and implement necessary curriculum.

Language/Communication Skills

- Ability to communicate effectively with a variety of people, including staff, students and the general public, in both written and verbal mediums.
- Ability to interact with a broad range of people both on and off campus in a positive manner.
- Ability to use and understand technical manuals.

CROWDER COLLEGE RESERVES THE RIGHT TO MODIFY, INTERPRET, OR APPLY THIS POSITION DESCRIPTION IN ANY WAY THE INSTITUTION DESIRES. THIS POSITION DESCRIPTION IN NO WAY IMPLIES THAT THESE ARE THE ONLY DUTIES, INCLUDING ESSENTIAL JOB DUTIES, TO BE PERFORMED BY THE EMPLOYEE OCCUPYING THIS POSITION. *THIS POSITION*

DESCRIPTION IS NOT AN EMPLOYMENT CONTRACT, IMPLIED OR OTHERWISE. THE EMPLOYMENT RELATIONSHIP REMAINS "AT-WILL." THE AFOREMENTIONED POSITION REQUIREMENTS ARE SUBJECT TO CHANGE TO REASONABLY ACCOMMODATE QUALIFIED INDIVIDUALS WITH A DISABILITY.