

Systems Analyst

Reports to: IT Director
Position Control No.: 2163

Department: Data Processing

Exempt Non-Exempt

Full Time Part-Time Seasonal

Department Head Approval: _____

Date: 2/20/2017

JOB SUMMARY:

Under the direct supervision of the Information Technology Director, this position covers a broad range of responsibilities including hardware and software maintenance and support of all end users. The System Analyst's primary focus will be on providing technical support to end users, troubleshooting software/hardware issues, performing break/fix tasks, receiving and processing calls/issue tickets, and remaining friendly, helpful, and professional while servicing users.

ESSENTIAL FUNCTIONS:

- Installs applications and supports end users on individual PCs and/or servers as required
- Supports the Comcast BVE VoIP phone system
- Primary Point of Contact for Cellular Phone/Hotspot issues
- PC hardware and accessory repair, including but not limited to diagnosing problems and replacing defective components
- PC upgrades, including hardware and software
- PC software, including current operating systems, spreadsheets, mail application and word processors.
- Configuring PC network properties
- Install and configure network printers along with Printer maintenance and repair
- Basic Cisco/HP Switch configuration experience
- Ensure that all desktop computers are configured to City standards for hardware/software configuration and that all PC's are connected to the network and are available to network users.
- Troubleshoot basic network problems and report them to the networking administrator
- Provide consistent customer service to City employees
- Assist other departments in resolving any and all end-user issues
- Complete assigned tasks on a timely basis, including special projects and reports
- Evaluate new hardware and software for possible future use
- **Other duties as assigned**

QUALIFICATIONS:

- Associates Degree in the field of computer science and/or 2-3 years of equivalent work experience
- A+ Certification
- Switch/Router/Firewall Experience
- VMWare experience
- High School Diploma
- Good communications and people skills are required
- Some weekend or night work may be required to complete tasks needed for job completion

PHYSICAL REQUIREMENTS:

- Answer phone and perform user helpdesk functions to assist users in problem resolution.
- May be required to clean computer equipment.
- Lifts, pushes, drags, pulls, and carries up to 50 pounds of computer paper, equipment, and supplies.
- Must be able to sit for extended periods of time.

NOTE: The above statements are intended to describe the general nature and level of work being performed by the person assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills and physical demands required of personnel classified.

APPLICANT: Are you capable of performing in a reasonable manner the activities involved in the job or application for which you have applied? Yes/No _____

Signature

Date