Job Description

Job Title: Systems Analyst   **JTC: TAV**

Salary Range: N05   **FLSA: Exempt**

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

POSITION SUMMARY

Responsible implementing computer system requirements by defining/analyzing system problems, designing/testing standards and solutions to improve effectiveness and efficiency.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Skilled in making analysis and creating designs for implementation on information systems. Knowledge and ability to facilitate business outcomes and productivity; and oversee the development of business models and applications. Ability to provide assistance and maintain systems and/or designs and develops integrated subsystems. Ability to guide users in formulating requirements; analyzing results and conducting feasibility studies. Ability to provide diagnostic support and data analysis on projects.

Demonstrates technical knowledge and skills with systems networking, databases, web development, and user support. Experience in the development and implementation of standards, procedures and guidelines to support operational processes. Strong attention to detail, with the ability to prioritize and multi-task.

Must be able to work closely with diverse constituents and stakeholders to prioritize business goals and information needs. Ability to ensure technical compatibility and user satisfaction. Ability to support users through technical support of the applications, developing procedures and reporting tools, facilitating/coordinating training and other technical support.

Able to investigate and resolve problems and develop recommendations for resolutions. Ability to analyze technology trends to determine impact to the achievement of IT goals. Ability to work well under pressure and is flexible in adapting and responding to various situations.

Must have excellent interpersonal and communication skills, to include listening, oral and written expression, presentation, diplomacy and decision-making skills. Must be able to provide excellent customer service.

PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities. Occasionally may be required to lift and carry materials weighing up to 30 pounds.

MINIMUM KNOWLEDGE AND EXPERIENCE

Bachelor's Degree with three (3) years of experience in related field. Original transcripts will be required. Valid driver's license required for offsite travel. On-call, work hours may extend beyond the regular, eight hours, Monday-Friday, workday, including weekends and holidays to provide immediate support due to system failures on a 24/7 basis. ***Will be subject to a criminal background check. Some positions may be subject to a fingerprint check.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Responsible for defining, developing, configuring and supporting computer applications. Assists with developing new software applications for integration, from inception and design phase to testing and live implementation. Updates job knowledge by participating in professional development opportunities; reading professional publications; maintaining personal networks; participating in professional organizations. Complies with established guidelines, policies and procedures.

Responsible for implementation, support and inventory control of applications used. Develops and implements the most efficient and cost-effective solutions. Evaluates system specifications for business requirements. Develops and prepares computer solutions. Checks and confirms results by testing programs.

Builds and maintains effective working relationship with diverse stakeholders and constituents within the DCCCD community network to ensure business and user needs are met. Coordinates with computer programmers to design, plan, and develop code specifications, assess system expansion/growth and data relationships. Provide users with detailed information of system capabilities and serves as liaison with end users.

Evaluates the compatibility of information systems in relation to stipulated outcomes, and works with users, software operators and programmers in order to achieve desired results. Analyzes and reviews departmental documentation, procedures and controls, files, directives, forms, reports, and record procedures. Investigate and resolve application functionality related issues and provide first level support and troubleshooting.

Actively listens and responds constructively to other's ideas or concerns regarding project(s) in a diverse, multi-cultural workplace to identify application problems, evaluate procedures/processes and implement solutions.

Performs other duties as assigned.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to

perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.