



Job Description

Job Title: Senior Systems Analyst

JTC: TPR

Salary Range: N07

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

An advanced position responsible for creating and maintaining system designs, workflows, and functional specifications for multiple areas and modules of a large-scale broad/complex existing and/or future computer information system. Provides technical expertise in assessing and recommending new IT software projects and initiatives to enhance and/or replace existing systems with cutting edge technologies.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Knowledge and experience in the design of business applications on complex IT systems. Requires a broad knowledge of data sources, data flow, system interactions, advanced computer equipment and software applications. Knowledge of the software development lifecycle. Solid understanding of applicable federal, state and local laws and regulations.

Experience with computer data formats, networking, and programming issues and concepts. Excellent analytical and conceptual thinking skills and experience troubleshooting complex issues spanning multiple technology platforms. Strong organizational, time management and multitasking skills, with the ability to execute on multiple concurrent deliverables. Ability to make independent decisions and exercise sound judgment.

Ability to work effectively independently and as a team member and thrive in a creative, fast-paced environment with frequent interruptions. Experience training end-users in workflow processing and troubleshooting techniques. Able to handle confidential and sensitive information.

Proficient in analyzing requirements, writing functional specifications, conducting tests, troubleshooting issues and interfacing with system users. Able to extract data from various systems and the experience to accurately interpret this data.

Ability to configure systems to be consistent with institutional policies/procedures and regulatory guidelines. Must have excellent listening, oral and written communications in order to interact effectively with a diverse array of stakeholders and constituents within the DCCCD community network with technical and non-technical skills.

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 six (6) years of experience in work related field. Official transcripts will be required. Must have valid driver's license for off-site travel. Work hours may extend beyond the regular, Monday-Friday, 8:00 a.m.-5:00 p.m. 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

Analyzes, formulates and documents written specifications for data processing applications including system design, programming details, screen formats, user forms, user instructions and program documentation. Develops, administers, and coordinates new software applications for integration, from inception and design phase to testing and live implementation; establishes measurable time segments and monitors projects to completion. Stays current with technological developments in software development, systems and application support, as well as management and user support practices through professional development activities.

Writes simple to complex queries based on user specification and business needs. Develops and manages internal procedures, tools, and documents to provide a high level of application integrity and availability and to ensure timely, effective support. This includes writing scope documents, managing source code, and developing technical support standards and procedures. Creates and revises test plans for major implementations; participates in system testing and conversion.

Coordinates work with systems, database, and network administrators, ITS Client Support, Training Team and Helpdesk. Supports users within the DCCCD community network through technical support of the applications, developing procedures and reporting tools, facilitating and coordinating training and other technical support. Creates an environment that promotes end-user self-sufficiency. Works with data custodians and departmental representatives to maintain and enhance information systems across the district. Acts as liaison between end users, technical staff and software vendors.

Assists other staff in researching and resolution of technical problems and complex designs. Assists the database administrator in enhancing systems by creating database objects, maintaining security, and migrating and managing data. Assists server administrators by configuring and managing installed applications.

Communicates effectivity both orally and in writing with diverse, multicultural individuals internal/ external to the DCCCD community network to ensure user/ business needs are met. Participates in formal presentations, conducts formal meetings, and explains technical and complex information to technical/non-technical users. Provides excellent customer service.



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.