

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: Systems Support Analyst

Unit: Supervisory and Professional

Page: 1 of 2
Job Code: D1780
Original Date: 03/1999
Last Revision: 02/2017
Staff Type: Classified
FLSA status: Exempt
Salary Level: E

DEFINITION

Under the general direction of a Vice Chancellor or assigned manager, plan, supervise, coordinate, monitor, review, analyze, and provide technical support of various computer systems within the assigned designated function or district office; perform specialized studies and analyses, preparing reports and recommendations as needed.

EXAMPLE OF DUTIES

1. Provide technical leadership and analytical support and system training for a designated district office.
2. Analyze system, administrative, and operational processes and problems and their impact on district policies and procedures and federal, State, and county regulations and requirements, if applicable. Draft recommendations and/or resolutions. Develop specs for upgrades and modifications/fixes. Develop testing processes for new modifications/fixes.
3. Independently initiate and coordinate operational and system improvements to increase ease of use and accuracy of information and reporting requirements; develop and maintain a library of documentation and resource materials. Identify, test, and maintain system or table updates and corrections. Provide districtwide support, training, and regular updates to all users on changes, fixes, and work in progress.
4. Serve as a technical advisor and coordinator and/or liaison for the selection, acquisition, delivery, and implementation of computer software and hardware for the assigned functional area. Provide technical support to staff, outside vendors, contractors, and agencies as necessary.
5. Maintain effective communication and working relationships with administrators, contractors, and staff within the assigned area and related organizations.
6. Provide consultation services and assistance to managers and supervisors in the development of complex system reports and in the analysis of system and application problems and service needs and/or solutions.
7. Plan, monitor, and provide fiscal accountability for assigned budgets and custodial accounts under the Vice Chancellor. Analyze budget-spending patterns; prepare recommendations; initiate budget transfers using economic modeling techniques. Serve as resource for assigned area and to district committees for strategic planning. Coordinate with districtwide staff regarding budget planning, fiscal control, technical needs, and policies and procedures.
8. May plan, organize, develop, and coordinate college catalog and class schedule production within the District. Prepare bid specifications and evaluate renewals; prepare production timelines, distribute and monitor compliance. Coordinate the development and implementation of procedures.
9. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:

Applicable sections of California Education Code.
District organization, operations, policies, and objectives.

English usage, grammar, spelling, punctuation, and vocabulary.
Laws, codes, regulations, and policies related to specialty area.
Modern office practices, procedures, and equipment, including computer hardware and software.
Oral and written communication skills.
Principles, practices, methods, and terminology used in designated specialty area.
Research methodology, statistical analysis, report preparation and presentation.

Skills and Abilities:

Analyze situations accurately and adopt an effective course of action.
Communicate effectively both orally and in writing.
Conduct research studies, analyze facts and data, develop recommendations, and prepare written reports.
Establish and maintain effective working relationships with others.
Exercise independent judgment in assigned areas of responsibility.
Interpret, explain, and apply laws, rules, policies, and procedures.
Operate computers and business-related software, including word processing, spreadsheets, and databases.
Plan, organize, and implement methods for specialty area.
Work independently with minimal supervision.

Training and Experience:

Any combination of training and experience equivalent to: graduation from an accredited college or university with a major in business or public administration or other related major and two years of professional experience working with the development of software systems and/or a related functional area.

License:

Valid California driver's license.

WORKING CONDITIONS

Physical Requirements:

Category III

Environment:

Favorable usually involves an office.