JOB DESCRIPTION		
TITLE: Information Systems Analyst II	DEPARTMENT: Network Services	EFFECTIVE DATE: 5/31/01 REVISED: 1/13/11, 3/26/12 REVISED: 8/27/2013, 3/3/15 REVISED:

JOB CODE: 500	GRADE: E2	BENEFITS:	FLSA STATUS:	EEO STATUS:	PAGE:

FUNCTION: Insures the integrity of all agency workstation hardware, peripherals, software, and infrastructure. Provides PC hardware and software support for end users. Provides support for database design and administration. Provide telecommunications support.

REPORTS TO: Manager Network Services

RELATIONSHIPS: Network Services Support staff, PC computer end users, Management, Environmental Services, External hardware and software vendors.

HOURS: 40 Hours per week

MANAGES/COACHES: None

RESPONSIBILITIES:

1. Provide support in the installation, maintenance, and repair of all agency desktop software, hardware and peripherals.

2. Perform routine maintenance, troubleshooting, and repair on agency computer equipment, hardware, and peripherals.

3. Maintain third party vendor relationships for the repair of hardware equipment when needed.

4. Maintain a detailed hardware and inventory database of all agency equipment.

5. Create and maintain a procedure list which can be used for installation of software/hardware and for trouble-shooting computer problems.

6. Maintain, and support applications written in Excel, MS Access and other database languages as needed.

7. Supports the Foundation department Results Plus database, performing systems analysis and support, and acting as the MIS liaison between the Foundation and the Results Plus vendor.

8. Provide IS consultation and support to all agency departments, programs, affiliates, and users.

9. Participate in the Information Services on-call support plan.

10.   Assist in providing the initial training to new network users.

11.   Continually improve personal and technical skills and keeps current and informed on technology.

12.   Actively work with team members on an on-going basis to coordinate service, problem solve and exchange views and information.

13.   Make constructive recommendations to members of the NS team regarding ways to improve information services and support, general operation of the NS team and customer service.

14.   Telecommunications: PBX and Cellphone/wireless device maintenance and support.

15.   Responsible for the Key Performance Indicators (KPI's) established by their manager.

16.   Perform other duties as assigned by the Manager, Network Services.

QUALIFICATIONS:

1.   B.S. in Computer Science, Information Systems, or related degree. Network+ certification and Windows certification will be accepted in place of a degree.

2.   Extensive knowledge of MS Access.

3.   Extensive knowledge of PC hardware configuration, memory management, modems, Windows XP/7/2003/2008, MS Office, and other windows based software.

4.   Three years' experience in providing personal computer hardware and software support, including troubleshooting and repair.

5.   Experience in database design and VMware helpful.

6.   Extensive experience working with third party vendors and maintaining equipment inventory/warranties and contract administration.

7.   Strong administrative, interpersonal, and team skills.

8.   Strong problem solving and decision making skills.

9.   Excellent verbal and written communication skills.

EMPLOYEE ACKNOWLEDGMENT

I have reviewed my job description and agree to perform all duties mentioned to the best of my ability. I understand my job duties may change as the needs of the company change.   I further agree to notify my immediate supervisor if I am unable to complete any of my job duties in a timely manner.

_____
Employee Signature

_____
Employee Print Name

_____
Date

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