IT Systems Analyst

JOB TITLE: IT Systems Analyst
FLSA STATUS: Non-Exempt
GRADE: 38
DEPARTMENT: Technical Services
APPROVED DATE: 12/2018
REVISED DATE: 01/2020, 01/2021, 01/2022, 02/2022

Job Summary

As a member of the Library District's Information Technology (IT) team, this position provides direct customer service support for the operation and functionality of applications and software used by customers and staff throughout the organization. The incumbent leads the collection of requirements information from stakeholders to analyze and evaluate existing or proposed systems and makes recommendations regarding software applications used to support the Library District's core service of providing access to computers and connectivity.

This position contributes to the Library District's effective operation, providing library services, spaces, and resources that are representative of diverse cultures and perspectives, intentionally inclusive, and accessible to everyone.

We Value Lived Experience

Sno-Isle Libraries is committed to embedding equity into our organization. As we engage in equity work, it's important to have a good foundation to frame the work and then provide training opportunities to build skills and knowledge.

We value and embrace the unique experiences our staff members bring to the organization and recognize how their experiences improve the service we provide.

Essential Functions

Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this job.

1. Serve as the first point of contact for customers seeking technical assistance when contacting the IT Help Desk.

2. Provide advanced support for application software, including but not limited to, project management, operating systems, word processing, room reservation, computer time and print management, library catalog, equipment reservations, and other software as assigned.

3. Develop best practices, procedures, and process documentation and properly communicate documentation with users as needed.

4. Meet with organizational stakeholders to analyze, evaluate, and document operational requirements and make recommendations to enhance the Library District's use of application software.

5. Work with vendors to obtain product specifications, pricing, and assess vendor proposals. Use vendor support contracts by coordinating repairs with vendors on behalf of libraries as needed.

6. Perform SQL administration and maintenance. Coordinate and document SQL upgrades, updates, and patches.

7. Use SQL and other tools to write ad-hoc queries for data analysis and reporting.

8. Conduct technology project management tasks including needs assessments, planning sessions, data gathering, and analysis. Facilitate and participate on project or initiative teams to define project scope, timelines, deliverables, and implementation plans. Research, analyze, and prepare reports and other related materials to include documenting all phases for archive purposes.

9. Gather information and make recommendations for application software upgrades, acquisitions, or replacements as requested.

10. Diagnose and document application software problems and solutions and effectively communicate issues to vendors and users in a timely manner throughout the duration of the problem including closure.

11. Receive and process requests for technology support services. This includes determining the urgency of service requests, suggesting actions to users to solve technical problems, and diagnosing the issue for assignment to the correct staff. Work closely with other IT staff as needed to gather information to respond, track and follow-up on service requests to ensure that issues are resolved to the customer's satisfaction.

12. Provide after-hours support to library staff, as assigned.

Additional Duties and Responsibilities

1. Work with IT Leadership to develop and coordinate short- and long-range strategies for application software needs of the Library District's customers and staff members.

2. Provision, maintain, and support authorized systems, software, and hardware (including endpoints), for customers and staff, to fulfill library priorities and maintain core service commitments.

3. Assist in the maintenance and documentation process as it relates to Disaster Recovery and Business Continuity, as directed by the IT Leadership Team.

4. Provide consultation support for technology-related acquisitions and activities.

5. Attend meetings, trainings, and workshops to support ongoing learning and professional development.

6. Assist with special initiatives, as required.

7. Perform other duties as assigned.

Supervision

The position reports to the Information Technology Enterprise Systems Manager. The position does not supervise the work of others.

Knowledge, Skills, and Abilities

1. Thorough knowledge of Structured Query Language (SQL) and Integrated Library Systems' (ILS) interdependency on third-party applications.

2. High level of proficiency in Microsoft Office 365 products.

3. Intermediate level of proficiency in data visualization using PowerBI.

4. Strong customer service, critical thinking, and communications skills.

5. Ability to uphold the principles of equity, diversity, and inclusion in the workplace and the community.

6. Ability to communicate effectively with diverse audiences.

7. Ability to work cooperatively and maintain successful interpersonal skills with the public and co-workers.

8. Demonstrated effective technical writing skills.

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9. Ability to translate and communicate complex ideas and terminology with staff and vendor partners.
10. Ability to remain adaptable and comfortable working in a dynamic environment that can involve ambiguity.

Education and Experience

Knowledge, skills, and abilities for this position can be acquired by a combination of experience and education including:

1. At least three years of experience providing technology support or equivalent combination of technical training and related experience is required.
2. Demonstrated knowledge of Structured Query Language (SQL) and relational databases required.
3. Information Technology Infrastructure Library (ITIL) certification preferred.

Physical and Environmental Conditions

The physical demands described here are representative of those that must be met by a staff member to perform the essential functions of this job successfully. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Most of the work is carried out within a generally accessible, safe, indoor environment. While performing the duties of this job, the incumbent is required to operate computers for extended periods of time.

The incumbent must regularly communicate with coworkers and members of the public. These contacts and situations are deemed to be generally safe and free of undue stress, but require incumbents to be cordial, helpful, and skilled in interpersonal relations with others both in the public and within the Library District.

Incumbents may travel to various sites in all kinds of weather and traffic conditions. To accomplish this travel, the incumbent must be able to drive and hold a valid Washington State driver's license or to make independent arrangements for such transportation.