IT Senior Systems Analyst

JOB TITLE: IT Senior Systems Analyst
FLSA STATUS: Non-Exempt
GRADE: 39
DEPARTMENT: Technical Services
APPROVED DATE: 07/2018
REVISED DATE: 12/2018, 02/2022

Job Summary

The position is responsible for providing customer service-focused expert-level support for the operation and functionality of applications software throughout the Library organization. The IT Senior Systems Analyst provides leadership in collecting information to evaluate existing or proposed systems by consulting with a wide variety of library staff to determine hardware, software and business needs, and leads the development of recommendations for software applications used to support the Library'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.

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1. Lead service delivery of the IT Help Desk by scheduling coverage, assisting the IT Enterprise Systems Manager in analyzing service delivery, coordinating service adjustments and provide training to IT staff as necessary.

2. Lead and provide advanced (Tier 4) support for application software, including but not limited to project management, operating systems, word processing, room reservation, computer time and print management, public discovery interface, equipment reservations, and other software as assigned.

3. Lead the development of best practices, procedures, and process documentation and appropriately communicate with users as needed.

4. Meet with organizational stakeholders to analyze, evaluate and document operational requirements and make recommendations to optimize the Library District's use of application software. Contact third party vendors to obtain specifications and assess vendor proposals.

5. Work with the IT Enterprise Systems Manager to develop and coordinate short- and long-range strategies for application software needs of the Library District and its customers.

6. Conduct technology project management tasks including needs assessments, planning sessions, data gathering and analysis. Work closely with project teams to define project scope, timelines, deliverables, and implementation plans. Research, analyze, and prepare reports and other related materials. Develop, monitor, and report expenditures of project budget. Document all phases to contribute to a comprehensive online project archive.

7. Prepare cost benefit analyses for application software upgrades, acquisition or replacements as requested.

8. Lead the diagnosis and documentation of application software problems and the effective communication of issues to users in a timely manner.

9. Receive and process requests for technology support services. This includes determining the urgency of service requests for continuity of customer service, suggesting actions to users to overcome technical problems, diagnosing the issue for assignment to appropriate staff, and working 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.

10. Provide support to library staff, as assigned.

11. Utilize support contracts by coordinating repairs with vendors as needed.

Additional Duties and Responsibilities

1. Assist in the documentation process as it relates to Disaster Recovery and Business Continuity, as directed by the IT Enterprise Systems Manager.
2. Perform SQL administration, maintenance and reporting. Lead and document SQL upgrades, updates and patches.
3. Provision, maintain, and support technology endpoints to enable staff to fulfill library priorities and core services.
4. Provide end-user support for authorized software, hardware, and systems.
5. Provide consultation support for technology related acquisitions and engagements.
6. Attend meetings, trainings, and workshops as assigned.
7. Assist with special projects as required.
8. Perform other duties as assigned.

Supervision

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

Knowledge, Skills, and Abilities

1. Strong customer service and communications skills.
2. Demonstrated ability to work cooperatively and maintain effective working relationships with others.
3. Ability to speak, read, write and understand English clearly and concisely.
4. High level of proficiency in Microsoft Office products.
5. Basic knowledge of structured query language (SQL).
6. Demonstrated effective technical writing skills.
7. Ability to uphold the principles of equity, diversity, and inclusion in the workplace and the community.
8. Ability to communicate effectively with diverse audiences.
9. Ability to communicate computer concepts and terminology with staff and vendor partners.
10. Ability to work cooperatively and maintain effective interpersonal skills with the public and co-workers.

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11. Ability to operate relevant computer systems including hardware and software, such as word processing, database, and spreadsheet software, e-mail, internet navigation and other office equipment and security systems.

Education and Experience

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

1. Associate degree in computer science, or related field required. Bachelor's degree preferred.
2. At least four years of experience in providing technology support or equivalent combination of technical training and related experience is required.

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 be able to operate hand tools, move equipment or materials weighing up to 50 pounds and must be able to set up equipment used in training and demonstration.

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.

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