

## **SYSTEM SUPPORT ANALYST**

### **DEFINITION**

Under general supervision, the System Support Analyst provides support for the systems used within Countywide departments; is a resource person for users and answers user questions; analyzes, investigates, and resolves computer and system related issues; improves and modifies systems; provides training and instruction as a member of the centralized help desk function; and performs related work as required.

### **SUPERVISION EXERCISED AND RECEIVED**

Receives direction from the County Administrative Office or Technical Services Manager as assigned.

The System Support Analyst may provide functional direction to other staff for duties related to the help desk function.

### **ESSENTIAL FUNCTIONS**

*Duties may include, but are not limited to, the following:*

Acts as the main point of contact by receiving and responding to users' issues related to the systems used within County departments via help desk tickets, phone, email, or other communications.

Troubleshoots issues related to computer hardware, software, and systems and provides fixes at the workstation and system level.

Installs computer hardware and software and configuration system connections.

Researches regulations, procedures and/or technical reference materials as necessary.

Reviews upcoming changes to programs, regulations or systems; identifies impact on and necessary changes to systems; and provides recommendations.

Analyzes mainframe data for system problems; researches problems to identify appropriate action to take.

Meets with management, supervisory staff, and other staff regarding systems usage, improvements, modifications, maintenance, and training needs for workers.

Works with computer support personnel in departments to identify problems with their system, programs, PCs, or printers.

Works with programmers, computer vendors, and computer personnel to improve the effectiveness of department systems.

Documents and tracks system problems and writes reports on issues.

Writes or assists in writing and revising procedures, instructional materials and staff development tools for systems-related training.

Develops system training material for users, or recommends outside contractors to provide training.

Attends meetings and represents the department at meetings with other departments for information sharing, system improvements, and implementation of changes.

Generates system reports and formats exported data using spreadsheets.

Authorizes system access to new users, assigns users a profile and password.

Relocates computer equipment and printers.

Maintains and installs personal computer software, such as word processing, email, spreadsheet, anti-virus software, and provides training.

Performs related duties as assigned.

### **EMPLOYMENT STANDARDS**

#### **Knowledge of:**

Departmental goals and program objectives.

County-wide automated systems from a user perspective and general application.

Terminology relating to computer software, hardware, and peripheral equipment.

Methods of system diagnostics, error research and trouble-shooting.

Training methods and techniques.

#### **Ability to:**

Evaluate and interpret automated information systems from a user perspective.

Identify, evaluate and research operational problems, make independent judgments and implement changes.

Troubleshoot system, hardware and software problems.

Gather information and analyze data to establish or identify needs and make recommendations for improvement.

Ability to interpret and evaluate program effectiveness; draw logical conclusions and make appropriate recommendations.

Understand, interpret and apply rules, regulations, and ordinances.

Maintain records, document actions, prepare narratives and related reports.

Read and comprehend written material on a wide variety of technical subjects.

Organize, prioritize, schedule and coordinate work flow to meet production deadlines.

Establish and maintain effective working relationships with all persons contacted during the course of work.

Maintain confidentiality of information.

Communicate effectively orally and in writing.

### **TYPICAL WORKING CONDITIONS**

Work is performed in a normal office environment. Tasks may involve extended periods of time at a keyboard or workstation. Worker is subject to irregular working hours on an on-call basis.

### **TYPICAL PHYSICAL REQUIREMENTS**

This position requires the mobility to work in an office environment. Requires the ability to sit at desk for long periods of time and intermittently walk, stand, stoop, kneel, crouch and reach while performing office duties; use hands to finger, handle or feel objects, tools or controls; lift and/or move objects and materials of up to 50 pounds in weight. The person must be able to maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating office equipment. Must be able to use a telephone to communicate verbally and a keyboard to communicate through written means, to review information and enter/retrieve data, to see and read characters on a computer screen.

### **MINIMUM QUALIFICATIONS**

#### **Experience:**

Two years of experience that has included the support of an enterprise system which support either public assistance, safety, or general services. This experience must have provided the applicant with broad knowledge of relevant programs related to a public sector system.

**And**

Computer-related education, training, or experience that provided knowledge of an operating system such as Windows and a major software application.

**Education:**

High school diploma or GED equivalent.

**Additional Requirements:**

Possession of a valid California driver's license. Under certain circumstance, the Human Resources Director may accept a valid driver's license from another State if applicant acknowledges his/her intent to acquire a California driver's license within three months by signing an acknowledgement form.

**This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbents may be expected to perform job-related duties other than those contained in this document.**

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