IT PROFESSIONAL – SYSTEMS ANALYST

DEFINITION
Under General supervision, the IT Professional - Systems Analyst provides support for line of business applications, performs maintenance and support tasks including user support, and report creation and modification.

EXAMPLES OF IMPORTANT & ESSENTIAL DUTIES

- Identify data requirements for report creation and modification by interviewing users, analyzing department applications, and evaluating existing processes.
- Assist in maintaining database performance by calculating optimum values for database parameters; testing and implementing new releases; completing maintenance requirements; evaluating computer operating systems and hardware products.
- Respond to help desk tickets to assist end users with line of business applications; determine the severity of problems and resolve them in a timely manner.
- Prepare and maintain technical and end user documentation for line of business applications.
- Conduct user training for line of business applications; provide information; resolve problems.
- Maintain the RHA’s and subsidiary websites.
- Install, setup, support, backup, and configure computers, phones, software, networks, servers, infrastructure, and peripherals such as scanners and monitors; diagnose and resolve network connectivity issues for workstations, phones, and printers.
- Perform related work as required.

QUALIFICATIONS

- Associates degree in computer science, information technology or related field.
- Experience working with SSMS, SSRS, SSIS, Crystal Reports, network environments, installation of computer hardware and software and maintenance of computers and data processing functions.
- Or an equivalent combination of education, training and experience as determined by Human Resources.

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of T-SQL and query optimization strategies.
- Knowledge of relational databases, maintenance, and security.
- Knowledge of Document Management Systems and ERP systems.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Coordinate multiple projects and tasks simultaneously.
- Ability to analyze data, detect problems, and recommend alternative solutions.
- Ability to understand business requirements and translating them into specific software requirements.
- Ability to maintain an effective working relationship with RHA staff and other agencies.
- Ability to communicate tactfully and effectively in written and verbal form with non-technical clients.
- Work in a team-based environment to achieve common goals.
- Continually update computer skills.

WORK ENVIRONMENT & PHYSICAL DEMANDS

- Mobility, balance, coordination, vision, hearing, and dexterity levels appropriate to the functions performed. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Work in an office setting, frequently operate standard office equipment including computers, printers, telephones, copiers, and calculators.
• Stamina to sit for extended periods of time; vision to read printed materials; hearing and speech to communicate in person or over the telephone; exposure to traffic conditions and external environment when traveling from one office to another; ability to lift and/or carry up to 50 lbs.

ADDITIONAL REQUIREMENTS

• Ability to travel to different sites and locations as required to perform job requirements or obtain agency-directed training.

• Employment is contingent upon obtaining and maintaining a valid Nevada State Driver’s License with a good driving record.