

Position: Information Technology Analyst

Salary Grade: 52

Board Approved: 7/18/12
9/13/23

Summary

Coordinates and provides advanced support and maintenance to database, and applications security. Develops and implements software security solutions to be compatible with access permissions needed by College staff. Improves current procedures and develops test models for future security configurations. The Information Technology Analyst analyzes current business processes and oversees the integration and implementation process of effective business practices into the appropriate information systems.

Distinguishing Career Features

The Information Technology Analyst serves as a technical leader and coordinates server, database, data structure, and applications security. This position requires demonstrated competency and ability to design and implement security solutions. The position requires expanded capability to consult with users from multiple functions, multiple platform applications, lead complex projects involving multiple departments/committees and work independently on multiple platforms. This position must have a solid understanding of PeopleSoft, and its integration with other moderate-to-complex systems (e.g., Degree Audit Reporting System, Student Records, SARS, EAB, ClockWork) and supporting data systems. This position will specify requirements for business information systems and incorporate new technical systems to improve security, workflow, production, efficiency, and effectiveness.

Essential Duties and Responsibilities

1. Coordinates reviews, analyzes, and consults with key computer applications users for menu access. Review menu request lists, meets with users to understand and determine level of need, security goals, and provide training.
2. Perform system administration, including business process configuration, report development, end user training, and data management within the PeopleSoft enterprise resource planning (ERP) system environment.
3. Creates role and permission lists for all departments and employees. Assigns menu access with proper security level, group and profile access. Maintains changes and corrections of permission lists. Receives requests for new access lists and roles. Maintains database query access on databases District-wide. Analyzes and allows query access to group access to data queries. Maintains up-to-date accounts.
4. Monitors access to data resources, integrated databases, and the District's enterprise resource planning (ERP). Investigates application and database security structures and violations.

Resolves access violations by contacting appropriate manager.

5. Creates and maintains database documentation.
6. Maintains security for custom applications. Coordinates with key users and applications staff to determine guidelines for applying security. Restricts different levels of security on an application basis.
7. Installs security updates to existing applications and programs, including the relational databases and enterprise resource planning (ERP) systems.
8. Backs up and restores security on all databases using standard query language (SQL) scripts. Ensures that backups can be used for emergency recovery or construction of new databases.
9. Analyze technical requirements of business objectives, identify effective solutions and coordinate with other personnel from the area, Information Technology, and management teams to ensure system integrity and efficient and effective systems operations; work closely with users to define and analyze business and operational problems; perform a variety of advanced analytical, internal consulting duties to enable multiple stakeholders in the district to achieve business, administrative and academic objectives efficiently and effectively.
10. Perform complex cross-departmental functional analyses including mapping, setup, system modeling, testing and troubleshooting of systems to recommend implementation practices; perform complex functional analyses of third-party computer applications, reporting functions, assessment, scanning and other testing; develop procedures and guidelines.
11. Act as a liaison between business systems users in assigned departments and Information Technology staff to document and convert business requirements into detailed documentation for the development, implementation, and enhancement of designated enterprise system modules;-facilitate the analysis of assigned area's business processes, practices and work/data flows for improvements and to ensure effective operations using enterprise system processes; identify integration points between modules from a data flow, business process and applications perspective.
12. Analyze, test, and model the results of system setup to determine appropriate functionality, performance, data integrity, and third-party software interface connections; make recommendations for system changes/corrections as needed.
13. Assist user teams with special projects such as system upgrades and system implementations; evaluate requests for software enhancements; provide guidance to end users on application use and operating parameters; translate user expectations into technical specifications for enhancements and customizations; consult with other district staff on business process changes; research these changes for potential problems and develop and implement solutions.
14. Meet with users to provide information on system changes and address questions or issues; instruct users on setup and execution of specific processes; evaluate training programs to ensure their effectiveness in meeting goals and objectives.
15. Using advanced reporting tools, analyze, design and write specialized queries and custom reports to generate required data and reports on a periodic or ad hoc basis.

16. Works with external agencies, independent contractors, vendors, and organizations on technology services, applications, and/or data requirements.
17. Maintains up-to-date knowledge of evolving computer technologies, including hardware, software, languages, problem solving techniques, and development tools. Prepares periodic briefings on technologies related to the scope of work that would have relevance to the College.
18. Performs other related duties as assigned.

Qualifications

- **Knowledge and Skills**

1. The position requires in-depth technical knowledge of enterprise resource planning (ERP) systems, relational databases, and web-based data structures.
2. Working knowledge of database structures and topologies.
3. Knowledge of standard query language (SQL) extensions to access relational databases as well as database definition and manipulation languages.
4. Knowledge of industry standard software for tracking and report generation.
5. Working knowledge of the steps involved in organizing and executing projects.
6. Thorough knowledge of the business area that they support (student services, academic affairs, business services, finance, and/or HR information systems) and problem solving in a collegiate environment.
7. Principles, practices, and methods of business process and systems analysis, including business modeling using data and process flow diagrams.
8. Demonstrated skills in eliciting and developing business requirements, specifying and designing inputs and outputs, producing system and programming specifications and requirements, and recommending modifications to existing programs and processes.
9. System design theory, concepts, and principles including data management and administration and development concepts.
10. Thorough knowledge of business analysis methodologies, systems integration, and business process reengineering concepts.
11. Methods and practices for conducting unit and system testing and creation of test cases.
12. Project management tools and techniques.
13. Interrelationships of campus departments and their interrelated information systems.
14. Practices and techniques of training and instruction, particularly as related to computer software and applications, and development of user training materials.
15. Personal computer hardware and software components.
16. Operational characteristics of various computer programs and software packages.
17. Safety policies and safe work practices applicable to the work.
18. Written and oral communication skills including correct English usage, grammar, spelling, punctuation, and vocabulary.

- **Abilities**

1. Requires the ability to plan, implement, and monitor security solutions, policies, and guidelines for databases and ERP system.
2. Requires the ability to work within programs to customize and secure databases.
3. Must be able to analyze and evaluate the needs of users and develop alternative solutions. Must be able to prioritize and organize work to meet deadlines and timetables.
4. Must be able to read, interpret and apply complex technical information.
5. Must be able to give one-on-one and small group training in the use of business and

instructional software.

6. Analyze software setups accurately and adopt effective courses of action.
7. Manage moderate-to-complex operational systems including providing guidance, managing scope, setting priorities, establishing timelines, making modifications, coordinating work, and providing feedback, and applying thorough knowledge of moderate-to complex business and process analysis functions.
8. Strong ability to write comprehensive, well organized, grammatically correct reports, proposals, instructional/technical documentation, and technical reports concerning feasibility studies, systems requirements and design, detailed processing requirements, and programming specifications. Ability to overcome obstacles and to meet deadlines.
9. Access and enter, import, and export data to and from computer-aided software applications including the ability to update special tables.
10. Analyze preceding, yet technical problems and to develop and apply appropriate solutions.
11. Analyze technical and complex information and documents and make assessments according to complex policies, procedures, and mandated regulations.
12. Strong interpersonal skills to work effectively with diverse groups of administrators, colleagues, managers, technical staff, faculty, students, staff, vendors, representatives of governmental agencies, and the public.
13. Work effectively and collaboratively in a team environment, either as a team member or team leader.
14. Maintain productive and cooperative working relationships with others.
15. Define the scope and objectives for initiatives and projects, estimate resource needs and track and manage tasks for implementation.
16. Communicate effectively, both orally and in writing.
17. Identify information management issues and opportunities, analyze problems and alternatives, and develop sound recommendations.
18. Read, interpret, explain, and apply complex technical information on systems processes and interdependencies for technical and non-technical audiences.
19. Understand and follow written and oral instructions.
20. Operate a computer and standard business software.
21. Must be able to read, understand, and apply duties.

- **Physical Abilities**

Requires ambulatory ability to move to various office and classroom-type locations and to bend, stoop, and reach to install cables and equipment.

Requires sufficient hand eye coordination and dexterity to make small component connections. Requires sufficient visual acuity to read technical documents and instructions and align small components.

Requires sufficient auditory ability to carry on routine conversations.

Requires the ability to lift, push, and pull objects of medium weight (less than 25 lbs.) on an occasional basis.

Requires the ability to work in areas with noise variations, dust, and limited ventilation.

- **Education and Experience**

The position requires a Bachelor's in computer information systems, business administration, management information systems, or a related field; and five years of experience in technical support, network support, and data communications security.

- **Licenses and Certificates**

May require a valid driver's license.

Working Conditions

Work is performed indoors where some safety considerations exist from physical labor, positioning in cramped areas, and handling of medium weight, yet, awkward materials.