

TITLE: Systems Analyst

IS/4-268

DEPARTMENT: Information Systems, Fayette County

JOB SUMMARY: This position is responsible for the day-to-day maintenance of the county's network, for desktop communications, and for quality assurance for the networking portion of computer set-up and installation.

MAJOR DUTIES:

- o Maintains county's local area network and wide area network.
- o Manages LAN security and network performance.
- o Ensures electronic mail capabilities are operational at peak performance.
- o Applies advanced trouble shooting skills and coordinates resources to resolve system and network issues.
- o Manages and administers all servers and access rights.
- o Verifies, assigns, researches, and changes users' rights, password requirements, login scripts, and group memberships.
- o Monitors and installs and updates for county computers and servers.
- o Provides and train end users for all modifications of existing systems and new systems deployments.
- o Creates, plans, designs, evaluates, recommends, and develops new and existing projects.
- o Reads technical manuals and brochures to determine equipment needs.
- o Monitors network virus server for outbreaks and takes immediate action to resolve network insecurities.
- o Conducts research of hardware and software products that best enhance the end users' performance and assists users with the most efficient methods of use.
- o Builds servers for production and deployment enhancement.
- o Performs equipment repairs.
- o Provides support for multi-user software applications.

- o Assists hardware and software vendors with the installation, upgrade, and maintenance of their software systems and associated hardware.
- o Performs other related duties as assigned.

**KNOWLEDGE REQUIRED BY THE POSITION:**

- o Knowledge of current and emerging information systems technologies.
- o Knowledge of industry standards in computers and peripherals.
- o Knowledge of the county's IS equipment and software systems.
- o Skill in researching new technologies and evaluating new systems.
- o Skill in the development of project strategies.
- o Skill in hardware configuration and specifications, network layout and design, and various communication technologies and media.
- o Skill in oral and written communication.
- o Ability to identify current and potential problems, evaluate alternatives, implement positive solutions and follow up to ensure system performance.
- o Ability to explain complex technical concepts clearly and concisely.

**SUPERVISORY CONTROLS:** The Assistant Information Services Manager assigns work in terms of very general instructions. The supervisor spot-checks completed work for compliance with procedures and the nature and propriety of the final results.

**GUIDELINES:** Guidelines include the Fayette County Employee Handbook, county policies and procedures, departmental procedures, and other industry standards and best practices used throughout the industry. These guidelines require judgment, selection, and interpretation in application.

**COMPLEXITY:** The work consists of varied administrative and technical duties in the maintenance of the county's IS system. Frequently changing industry standards contributes to the complexity of the position.

**SCOPE AND EFFECT:** The purpose of this position is to perform day-to-day maintenance for the county's information technology systems. Successful performance in this position contributes to the increased effectiveness of county operations through the efficient and timely processing of information.

**PERSONAL CONTACTS:** Contacts are typically with members of the general public, other county employees, and vendors.

**PURPOSE OF CONTACTS:** Contacts are typically to give or exchange information, resolve problems, and provide services.

**PHYSICAL DEMANDS:** The work is typically performed while sitting at a desk or table or while standing, walking, bending, crouching, or stooping. The employee occasionally lifts light and heavy objects, climbs ladders, and uses tools or equipment requiring a high degree of dexterity.

**WORK ENVIRONMENT:** The work is typically performed in an office or computer room.

**SUPERVISORY AND MANAGEMENT RESPONSIBILITY:** None.

**SPECIAL CERTIFICATIONS AND LICENSES:** Possession of a valid State of Georgia driver's license (Class C) and a satisfactory Motor Vehicle Record (MVR) in compliance with County Safety and Loss Control Guidelines. Completion of the State of Georgia Department of Transportation Defensive Driving Course and/or Emergency Vehicle Operation Certification within twelve (12) months of employment.

**ADA COMPLIANCE:** Fayette County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

**HIPAA COMPLIANCE:** The Health Insurance Portability and Accountability Act of 1996, as amended, requires employees to protect the security of Protected Health Information (PHI) however it is obtained, handled, learned, heard or viewed in the course of their work.

**DRUG AND ALCOHOL COMPLIANCE:** In accordance of Fayette County's Substance Abuse Policy of 1996, as amended, all job applicants offered employment will undergo testing for the presence of illegal drugs and alcohol as a condition of employment. In the course of employment, employees are subject to random, reasonable suspicion, post accident and routine fitness for duty testing for illegal drugs and alcohol abuse. Employees are prohibited to work under the influence, to possess, to distribute or to sell illegal drugs in the work place or abuse alcohol on the job. Confirmed positive is reason for denial of employment and/or termination.

EXEMPT/HIPAA

#### MINIMUM QUALIFICATIONS

- o Knowledge and level of competency commonly associated with completion of baccalaureate degree in a course of study related to the occupational field.
- o Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.