

BURBANK UNIFIED SCHOOL DISTRICT

CLASS TITLE: INFORMATION TECHNOLOGY SYSTEMS ANALYST

BASIC FUNCTION:

Under the direction of an assigned supervisor, assist with the maintenance and administration of computer and network systems; provide troubleshooting of computer and network systems issues; provide support and basic training to users on software; resolve user email system issues; support the District website; perform a variety of system administration functions.

REPRESENTATIVE DUTIES:

Assist with the maintenance and administration of computer and network systems; provide troubleshooting of computer and network systems issues; provide support and basic training to users on software.

Diagnose and troubleshoot computer and network connectivity issues, login problems, network drive mapping issues and network resource access issues; assure physical connectivity, network availability, server issues, user group access and user properties.

Resolve user email system issues, including login, spam, calendar sharing, access, offline mailbox, address book synchronization, forwarding and distribution list issues; track emails; troubleshoot email queues and database consistency; archive emails as required.

Support the District website; maintain content and provide training; provide appropriate user access and required documentation and training; troubleshoot user access and other issues regarding website access and modification; communicate with vendors to resolve complex issues; categorize websites and maintain user groups and policies.

Perform a variety of system administration functions; troubleshoot access and availability for file servers; assure drive health and accessibility; assure the availability of file sharing, backup, restore, home and application directory and file archive functions; review and analyze event viewer logs; restore files and emails; maintain global email distribution lists as required.

Perform special assignments, including but not limited to, applications development, data conversion, data collection, specialized reports, computer spreadsheet design and database design and reporting.

Back up network data; monitor back up jobs and assure consistency and reliability; restore data as required.

Prepare and maintain a variety of records, files and reports. Maintain confidentiality of information related to students and personnel.

Provide technical user support regarding the installation and support of operating systems, software, hardware, networking and other third party applications; maintain related documentation as required; generate and revise user instructions, procedures and manuals.

Install and configure systems and related equipment (For example, but not limited to servers, UPS,

routers, switches, wireless systems, firewalls, network security systems, VOIP and collaboration systems, content filters, server virtualization systems, storage appliances, backup and archive appliances and security camera and access control systems).

Communicate with staff to exchange information, resolve issues or concerns and coordinate activities; assist staff and others in the proper operation of the system. Provide support to administration and staff.

Operate a computer and assigned office equipment; troubleshoot equipment or software malfunctions and perform minor maintenance as needed.

Perform other duties as assigned related to job description.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

WAN and LAN components and protocols.

Hardware and software diagnostics.

Programming functions.

Microsoft servers, related software and functions.

Network security functions and programs.

Operation of a computer and assigned software.

Operation of a variety of standard office equipment.

Interpersonal skills including tact, patience and courtesy.

Oral and written communication skills.

Correct English usage, punctuation, spelling and grammar.

Statistical record-keeping and report-writing techniques.

Federal and State laws along with Districts policies related to information access and confidentiality.

ABILITY TO:

Work independently with little or no direction.

Analyze problems accurately and adopt an effective course of action.

Establish and maintain cooperative and effective working relationships with others.

Prepare comprehensive statistical reports.

Prioritize and schedule work.

Meet schedules and time lines.

Verify accuracy of data input and output.

Work confidentially with discretion.

Maintain records and prepare reports.

Lift objects weighing up to 30 pounds using safe and proper methods and/or equipment.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school or high school equivalency supplemented by college-level coursework in computer science or related field and two years increasingly responsible network systems experience. Microsoft Certified Solutions Associate (MCSA) and Cisco Certified Entry Networking Technician (CCENT) or equivalent network certification with District approval, required within 24 months of hire.

LICENSES AND OTHER REQUIREMENTS:

Possession of a valid driver license required

WORKING CONDITIONS:

Office environment.

Constant interruptions.

Driving a vehicle to conduct work.

Reclass 3/17