

JOB DESCRIPTION TEMPLATE

Career Ladder:	Systems Analysis
Business Title:	Systems Analyst II
Department:	
Department Code:	
Level:	

Job Summary:

The Systems Analyst II implements, integrates and supports complex or campus-wide vendor supplied applications.

Organizational Status:

Work Performed:

Specific Duties:

Core Duties:

- Researches and evaluates vendor supplied applications, develops recommendations, and implements accordingly.
- Analyzes and reviews existing or proposed system features and integration, security, scalability and performance requirements with clients, business analysts, and team members.
- Manages production and non-production application environments.
- Maintains core application infrastructure, including virtual servers, networks and firewalls.
- Plans and performs global configuration changes or module deployments for enterprise or complex applications.
- Integrates vendor supplied applications with existing infrastructure and applications through custom interfaces and components.
- Manages small to medium sized projects and related budgets.
- Provides technical expertise, training, and consultation to other staff.
- Develops or modifies software code to meet specifications or facilitate integration.
- Conducts testing of new or customized application modules to ensure application meets specifications.
- Develops application documentation requirements for functions, modifications, back-ups and operating procedures. Provides ongoing maintenance and operational support for applications.
- Supports application lifecycle and applies and follows appropriate change management methodologies and best practices.
- Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools and provides input to strategies for ongoing support and upgrade of these systems.
- Builds and maintains good working relationships and collaborates with others to achieve client objectives.
- Performs other related duties as required.

Consequence of Error/Judgment:

Supervision Received:

Supervision Given:

Education/Work Experience:

Skills:

Competency Proficiency:

Core Competencies:
<u>Collaboration (Intermediate – I):</u> Actively solicits ideas and opinions from others to efficiently and effectively accomplish specific objectives targeted at defined business outcomes. Openly encourages other team members to voice their ideas and concerns. Shows respect for differences and diversity, and disagrees without personalizing issues. Utilizes strengths of team members to achieve optimal performance.
<u>Communicating for Results (Intermediate – I):</u> Conducts discussions with and writes memoranda to all levels of colleagues and peer groups in ways that support troubleshooting and problem solving. Seeks and shares relevant information, opinions, and judgments. Handles conflict empathetically. Explains the context of interrelated situations, asks probing questions, and solicits multiple sources of advice prior to taking action when appropriate.
<u>Problem Solving (Intermediate – I):</u> Applies problem-solving methodologies and tools to diagnose and solve operational and interpersonal problems. Determines the potential causes of the problem and devises testing methodologies for validation. Shows empathy and objectivity toward individuals involved in the issue. Analyzes multiple alternatives, risks, and benefits for a range of potential solutions. Recommends resource requirements and collaborates with impacted stakeholders.
Role Based Competencies:
<u>Accountability (Intermediate - I):</u> Sets objectives that meet organizational needs. Provides recommendations to individuals and teams on ways to improve performance and meet defined objectives. Monitors and provides feedback on individual and team performance against defined standards.
<u>Business Process Knowledge (Intermediate – I):</u> Maps full business processes and designs operational process flow. Facilitates group input and drafts proposals for process improvements. Identifies resource implications. Implements process improvement recommendations within the context of overall business processes.
<u>Information Systems Knowledge (Intermediate - I):</u> Resolves escalated problems of technical support. Identifies root causes. Sets up and integrates new and enhanced information systems. Identifies customer needs and determines the appropriate approach to apply and ensure resolution. Solicits the input of appropriate technical experts and managers as required.