BOONE COUNTY
JOB DESCRIPTION

JOB TITLE: Systems Support Analyst – Law Enforcement	**NEW:** ___ (Please check one)	**REVISED:** X ___	
REPORTS TO: Systems and Support Manager	**FLSA:** Non-Exempt	**DATE:** 02/2020	
DEPARTMENT: Information Technology		**JOB CODE:** 202	

SUMMARY:
With limited supervision maintains administrative and public safety software, and performs desk-side support for Boone County staff.

ESSENTIAL FUNCTIONS:
*Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is **not** a comprehensive listing of all functions and tasks performed by incumbents of this class.*

Perform a variety of professional-level duties to support information technology systems in assigned areas; serve as a liaison between the systems users and information systems provider in the development, implementation, administration and maintenance of information systems and software applications.

Respond to requests from users regarding system operations; provide solutions to operations problems; refer users to appropriate resources.

Develop and maintain written technical documentation, internal operating procedures, and user manuals and instructions; develop instructional materials and conduct training programs on software applications; update technical and training manuals as required.

Install and maintain application software and computer hardware; provide technical assistance to system users in accordance with applicable information systems policies, procedures, methods and techniques; troubleshoot and rectify application software problems; evaluate new software/hardware and recommend changes as needed; prepare and update user manuals and system documentation.

Participate in the evaluation and testing of system upgrades; install or upgrade software applications as directed; troubleshoot hardware and software related problems; coordinate and

document testing for new or revised software applications; assist in the deployment of new applications in assigned areas.

Coordinate maintenance and repair with information technology or vendor staff.

Prepare project cost estimates and justification for new or enhanced system modifications; may prepare requests for proposals for vendor services.

Perform quality assurance duties; review new application software for compliance with applicable quality assurance standards before implementation.

Create various reports, charts, and other materials from multiple layers of data stored in County's databases; assist in database maintenance and quality control.

As assigned, perform database administration duties; provide support to programming staff in planning, designing and implementing application databases;

Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of information technology.

Perform related duties and responsibilities as needed.

KNOWLEDGE AND SKILL:
1. Advanced theories and applications of computer science.
2. Advanced principles of personal computer hardware and software components.
3. Advanced methods and techniques used in the installation, troubleshooting and maintenance of software applications.
4. Advanced methods and techniques used in the installation, troubleshooting and maintenance of computer hardware and networking systems
5. Advanced understanding of operational characteristics of various computer programs, networks, and programming languages
6. Advanced knowledge of Boone County Government policies and procedures.

PHYSICAL DEMANDS:
The majority of work is performed in a professional office setting and is not generally sedentary. Must possess vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.

Position requires CONTINUOUS sitting, upward and downward flexion of neck; fine finger dexterity and light to moderate finger pressure to manipulate keyboard, equipment controls, and other office equipment; pinch grasp to manipulate writing utensils. FREQUENT side-to-side turning of neck, walking, standing, bending and stooping, pushing/pulling, twisting at waist, moderate wrist torque to twist equipment knobs and dials; squatting, kneeling, reaching above and at shoulder height, moderate grasping to manipulate objects; lifting objects weighing 20-35 lbs. from below the waist to above shoulders and transporting distances up to 50 feet.

WORK ENVIRONMENT:
This job operates in a professional office environment. Professional attire required. This position routinely uses office equipment such as computers, calculators, multi-line telephones, photocopiers, large format printers and scanners, binding machines, hand-held recording devices, filing cabinets and fax machines. This position is routinely in contact with the public, other Boone County employees, elected officials and members of other entities.

MINIMUM QUALIFICATIONS:
Current CompTIA A+ and CompTIA Network+ Certifications or ability to obtain certifications within six months; High school diploma or GED and five years of computer systems analysis or programming experience; must have a clear criminal record (excluding traffic violations).

PREFERRED QUALIFICATIONS:
Experience supporting technology as it relates to Public Safety agencies.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.