



BOONE COUNTY JOB DESCRIPTION

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| JOB TITLE: <u>Supervisor, Systems Analyst</u> | NEW: <u>X</u> | REVISED: <u> </u> <small>(Please check one)</small> |
| REPORTS TO: <u>Director, Information Technology</u> | FLSA: <u>Exempt</u> | DATE: <u>09/14</u> |
| DEPARTMENT: <u>Information Technology</u> | JOB CODE: 202 | |

DEFINITIONS:

With limited supervision, provides technical support for technical, operational, and activities relating to acquisition, implementation, and use of computer hardware, software, network devices, and peripheral equipment for the County.

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.)*

Monitors status of AS/400; checks status of subsystems, active jobs for error messages, current disk space utilization; reviews system log for unusual activity; evaluates data processing needs, system capabilities and advances in technology to prepare recommendations and plans .to meet future requirements.

Provides helpdesk problem resolution; resets revoked user profiles and passwords; starts inactive printers; ends inactive user terminal sessions; troubleshoots PC and printer hardware problems; answers questions from users; restores data files, resolves user-reported issues.

Provides technical advice and assistance; helps programmers identify and resolve program errors and test program changes; helps with software maintenance; helps technicians install and configure new hardware and remove old hardware from service. Researches hardware and software requirements; prepares hardware and software purchase recommendations. Provides back-up support for technicians; answers technical and system-related questions.

Provides system maintenance by adding, changing or removing user profiles and device descriptions; reviews daily back-up results; maintains tape back-up log; reviews vendor product announcements; develops and maintains system operating and security procedures; schedules vendor hardware maintenance; writes and tests systems programs; researches technical issues and solutions; configures and tests new features and software.

KNOWLEDGE AND SKILL:

1. Considerable knowledge of the principles and practices of computer science.
2. Considerable knowledge of systems design, programming, operations, and network design of the A/S 400.
3. Considerable knowledge of Boone County policies and procedures.
4. Skill in planning, organizing, budgeting and managing projects, staff.
5. Skill in communicating orally and in writing, and in establishing and maintaining cooperative working relationships with other departments and the public.
6. Skill in hiring, training managing and evaluating staff.
7. Skill in programming in COBOL.

MINIMUM QUALIFICATIONS:

Bachelor's degree in computer science or a related field and five years computer systems and management experience preferably in the government setting.

APPROVALS:

Department Director: _____ Date: _____
(Signature)

HR Director: _____ Date: _____
(Signature)