



BOONE COUNTY JOB DESCRIPTION

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

DEFINITIONS:

With general supervision, maintains administrative, law enforcement, and jail software packages and supports the Sheriff's personnel 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.)*

Monitors systems communications functions of AS/400 and Novell networks; provides primary support for computer-related functions of the Sheriff's Department.

Trains and assists users regarding CHIEFS, Jail, Mugshot, Fingerprint, AS/400 software, LAN and personal computer software; supports users and computers in an independent fashion; train workers to use programs, LAN software.

Implements and verifies Information Services procedures for daily backups, purges routines for deleted records, records to be archive and other routines; organize and maintain Information Services' magnetic media on and off-site magnetic media including all permanent archival tapes and diskettes.

Complies and writes documentation of program development and subsequent revisions; creates and modifies administrative reports to meet informational needs using Query/400.

Confers with supervisor and representatives of departments to resolve questions of program intent, data input, output requirements, and inclusion of internal checks and controls; observes computer monitor screen to interpret program operating codes; corrects program errors by modifying queries and altering sequence of program steps; writes instructions to guide operating personnel during production runs; analyzes, reviews, and optimizes programs to increase operating efficiency or to adapt program to new requirements.

KNOWLEDGE AND SKILL:

1. Good knowledge of the principles and practices of computer science.
2. Good knowledge of systems analysis and programming in COBOL for the A/S 400 platform.
3. Good knowledge of Boone County Sheriff's Office policies and procedures.
4. Skill in programming in COBOL.
5. Skill in communicating orally and in writing, and in establishing and maintaining cooperative working relationships with other departments and the public.

MINIMUM QUALIFICATIONS:

High school diploma or GED and three years' computer systems analysis and programming experience; must have clear criminal record (excluding traffic violations).

APPROVALS:

Department Director: _____ Date: _____
(Signature)

HR Director: _____ Date: _____
(Signature)