



BOONE COUNTY JOB DESCRIPTION

JOB TITLE: <u>System Support Analyst II</u>	NEW: <u>X</u>	REVISED: <u> </u> <small>(Please check one)</small>
REPORTS TO: <u>Supervisor, Systems Analyst</u>	FLSA: <u>Non-Exempt</u>	DATE: <u>01/16</u>
DEPARTMENT: <u>Information Technology</u>	JOB CODE: 202	

DEFINITIONS:

Receives direction from higher level IT Supervisory Staff, maintains administrative and public safety software packages and supports the County'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.)*

Perform a variety of professional level duties to support information technology systems and programs in assigned area; serve as liaison between system users and information systems staff in the development, implementation, administration and maintenance of information systems, computer programs and software applications.

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

Develop 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 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, trouble-shooting and maintenance of software applications.
4. Advanced methods and techniques used in the installation, trouble shooting and maintenance of computer hardware and networking systems
5. Advanced understanding of operational characteristics of various computer programs, networks, and programming languages
6. Good knowledge of Boone County Government policies and procedures.

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 clear criminal record (excluding traffic violations).

APPROVALS:

Department Director: _____ Date: _____
(Signature)

HR Director: _____ Date: _____
(Signature)