



POSTED 12/16/16

JOB OPPORTUNITY #: 875-2703
SYSTEMS SUPPORT ANALYST
INFORMATION TECHNOLOGY

Responsibilities: This position is responsible for maintaining applications and direct support to end users that are pivotal for 911 operations, dispatch and emergency management operations; monitor, document, and analyze system performance; maintain radio and telephone systems for public safety; make recommendations and assist with implementing ways to improve productivity of process and procedures; serve as project manager during new application implementation and of emerging technical equipment as it applies to the public safety industry; manage complex special projects or programs to include research, community contact, data analysis, and final recommendations and presentations; 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.

Status: Full Time, Non-Exempt, Benefitted

Working hours: 8:00 am – 5:00 pm, Monday – Friday, with rotating on-call schedules

Qualifications: Current CompTIA A+ Certification or ability to obtain certification within six months; High School Diploma or GED and three years of computer systems analysis or programming experience; must have clear criminal record (excluding traffic violations.) Must meet minimum qualifications set forth by the FBI and MSHP CJIS Security policy.

Starting Salary Range: \$43,201.60 – 45,905.60

Additional Forms: Authorization (Joint Communications)

Deadline for Application: Applications will be accepted until the posting is removed.

Apply online at www.showmeboone.com or call (573) 886-4395 if you have questions. Please call in advance if special accommodations are required to apply. Benefits include 100% County paid medical and dental employee insurance premium, pre-tax savings program, 2 weeks vacation, 13 paid holidays, matching deferred compensation plan and retirement plans. To see a complete list of posted positions, submit an online application, or to download the application, log on to www.showmeboone.com.

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