

Job Description

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees are required to follow other job-related instructions and to perform any other job-related duties as requested by their supervisor. Reasonable accommodation may be made to enable individuals with disabilities to perform the job functions described herein.

Job Title: **Systems Analyst**

Department: Information Technology

Pay Grade: 112

FLSA Status: Exempt

JOB SUMMARY

Under minimal supervision, performs routine to complex technical work in the design, maintenance, and troubleshooting of computer software, hardware, and network systems for the District. This position serves as primary contact for internal users to multiple Line of Business (LOB) Systems, including, but not limited to: Computerized Maintenance Management Systems (CMMS); Financial Management Suite; and Remote Telemetry Systems. Work involves supporting District users, integrations and reporting, and helping users take maximum advantage of the data.

ESSENTIAL JOB FUNCTIONS

- Create and maintain integration and automation between multiple databases, including SQL database imports, queries, reports, etc.
- Performs routine to complex technical work on custom reports and minor enhancements and integrations between systems using industry standard programming languages, tools, and frameworks.
- Educates users about productive use of these systems through individual and small group formal and informal sessions including coordination of vendor-provided training as appropriate.
- Develop and create scripting for custom solutions in various languages (e.g., Python, PowerShell, .Net, TSQL, JavaScript) to ensure service interoperability and system functionality.
- Configures, monitors, and maintains in-house and cloud-based line of business systems to agreed service levels and scope of function.
- Introduces and integrates new technologies into the existing data center or cloud environments.
- Lead cross-department process analysis and change efforts with focus on digitalization and modernization of legacy business and system processes.
- Employs application and operating system (OS) patches, gathers and analyses debugging information, and coordinates support escalations with vendors.
- Plans and leads projects to: enhance and upgrade existing systems; deploy new systems and migrate from old ones; and coordinate with participants across all departments.

- Assists in maintaining the District network and Internet access as well as the server, desktop, and mobile work infrastructure which hosts the line of business systems.
- Receives and/or reviews various records and reports such as data systems technical documentation, technical journals and articles, system upgrades, verbal requirements from other employees, file structure, and layout from other organizations.
- Prepares and/or processes various records and reports such as local special purpose computer programs, application template documents, project design and recommendations, project status reports, information system procedures and guidelines, etc.
- Refers to websites, data systems technical and user documentation, systems knowledge base technical articles, programming language references, systems and application user guides, policy and procedure manuals, codes, laws, regulations, publications, and reference texts, etc.
- Operates a variety of equipment, tools, and software.
- Interacts and communicates with various groups, individuals, Department Heads, outside support personnel, vendors, and members of the general public.
- Trains others to develop, test, install, and modify programs.
- Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

Education and Experience:

- Bachelor's Degree in Computer Science or related field;
- Five (5) years of related experience; or
- Equivalent education, training, and/or experience.

Licenses or Certifications:

- N/A.

Special Qualifications:

- Able to use or learn to use a variety of equipment and machinery such as copier/ printer/scanner, cell phones, tablets, telephone, voice mail, personal computer, servers, virtualized servers, local area networks (LAN), etc.; a variety of tools such as computer programming languages, report generating languages, network administration/monitoring software, etc.; a variety of supplies such as compact disks, paper, writing instruments, file folders, general office supplies, etc.; and a variety of computer software such as MS SQL Server relational databases, Google GSuite, Microsoft 365 and Office Suite, SSRS, PowerBI, Laserfiche, IIS, etc.

Knowledge, Skills and Abilities:

- Knowledge of the laws, ordinances, standards, and regulations pertaining to the specific duties and responsibilities of the position.
- Knowledge of current computer/data processing/office automation systems (hardware, software, and operating systems), networks, peripherals, and related technology.

- Knowledge of the theories, concepts, principle, and practices of information systems management.
- Knowledge of the design, implementation, and maintenance of informational infrastructures.
- Knowledge of proper English usage, punctuation, spelling, and grammar.
- Skill in programming and developing automated applications using state-of-the-art programming languages.
- Skill in the use of relational databases, spreadsheets, word processing, graphics, and communication packages.
- Skill in project management.
- Ability to diagnose, test and remediate database, application and network issues.
- Ability to train end-users on computer software.
- Ability to deal tactfully, effectively, and equitably with people.
- Ability to handle required mathematical calculations.
- Ability to read and interpret technical and financial materials pertaining to the responsibilities of the job.
- Ability to assemble and analyze information and make written reports, budgets, and records in a concise, clear, and effective manner.
- Ability to maintain effective relationships with others on the job.
- Ability to react calmly and quickly in emergency situations.

PHYSICAL DEMANDS

The work is sedentary work. This requires exerting up to 50 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects including the human body. Additionally, the following physical abilities are required: mental acuity, repetitive motions, and speaking.

WORK ENVIRONMENT

Works inside in an office environment with limited remote work.

The North Charleston Sewer District has the right to revise this job description at any time and it does not represent in any way a contract of employment. My signature below indicates that I have received and reviewed the above description. I am able to perform the essential functions of my position with or without reasonable accommodation.

Employee Signature

Date

Supervisor (or HR) Signature

Date