

## College of the Redwoods

## Position Description

Position: Senior Systems Analyst	Position Number:
Department: Information Systems	FLSA: Exempt
Reports to: Director, Information Systems	Salary Grade: 126

### **Summary**

Under the supervision of the Director, Information systems, this position supports enterprise resource planning (ERP) systems, associated databases, operating systems, and related software. Values and promotes the mission and vision of the college.

### **Essential Duties and Responsibilities**

- Performs administration of the enterprise resource planning (ERP) system and integrated applications. Required duties include system configuration, installation of software upgrades, data refresh clones of supported environments, debug/test all implementations, provision/maintain end user accounts and security roles.
- Supports the ERP transactional/operation database as well as the analytical (data warehouse) databases, applications and functions associated with the ERP system, including technical maintenance and upgrades, module installation, as well as being responsible for research and resolution of the day-to-day operating issues that affect processing services.
- Provides technical advice and support to end users including troubleshooting issues, creating data extracts, reports, and data analysis.
- Performs systems analysis and design work for functional end users.
- Performs data extractions and develops integrations to other systems as required.
- Designs, develops and tests computer applications and systems related to database administration.
- Assists other members in Information Systems with design, program logic, instruction and database structure.
- Debugs programs by preparing test data and evaluating computer output for valid results, satisfying end user requests.
- Coordinates with Director or appropriate personnel on protocols and security to connect the enterprise resource planning (ERP) system to the infrastructure.
- Maintains and monitors database systems performance by creating, debugging, and testing various database types including SQL Server and Unidata.
- Maintains, creates, debugs, and tests flat file exchange and data extraction in an Electronic Data Interchange (EDI) environment.

- Works with third-party vendors to implement and maintain custom database integrations.
- Administers multiple SQL servers, containing databases, and related operating systems.
- Conducts research on software and systems products to justify recommendations and to support purchasing efforts.
- Assists in the planning and installation of security patch updates on related servers.
- Assists in the development and implementation of disaster recovery plans.
- Assists users with database related problems. Analyzes cause of problems. Redesigns queries, forms, links and other solutions.
- Designs data entry screens and files. Designs, develops, and implements logical and physical database structures and relationships.
- Prepares documentation/descriptions of how users access data. Documents physical database descriptions, such as location, space requirements and access method to protect data resources against unauthorized access and accidental destruction.
- Performs other duties as assigned that support the overall objective of the position.

## **Qualifications**

### **▪ Knowledge and Skills**

Requires knowledge of server hardware, software and enterprise operating systems such as Microsoft Windows. Requires knowledge of database structure (SQL Server, Unidata, MySQL) and fundamentals of data warehouse dimensional design using Kourier Integrator or a similar approach capable of meeting analytical information needs of the district. Requires knowledge of ETL processes such as SQL Server Integration Services, SQL Server Management Studio and related data tools such as SQL Server Analysis Services, MS Reporting Services, and Excel Services. Requires knowledge of principals and techniques of computer programming, basic on-line programming and programming documentation using various computer programming languages. Requires knowledge of operating procedures of computer systems and related equipment, principles and practices of database management systems, principles and techniques of system analysis and design. Requires sufficient communication skills to conduct individual instruction, technical assistance, and apply understandable lines of questioning when trying to understand department needs or problems.

- **Abilities**

Must be able to perform all the relevant duties with only general supervision. Analyze, design, program, install and maintain complex computer systems. Identify, evaluate and solve program problems. Operate a variety of computer software applications and peripheral equipment. Read, interpret and apply complex technical publications, manuals and other documents. Analyze data and develop logical solutions to complex data processing application programming problems. Prepare clear and concise computerized reports. Understand and follow oral and written instructions. Communicate clearly and concisely, both orally and in writing. Establish and maintain effective working relationships with those contacted in the course of work. Meet project schedule and timelines. Plan and organize work schedule.

- **Physical Abilities**

Hear and understand speech at normal levels. Communicate so others will be able to clearly understand normal conversation. Read printed materials and computer screens. Stand or sit for prolonged periods of time. Work at a desk, conference table or in meetings of various configurations. Operate office equipment requiring repetitive hand movement and coordination including use of a computer keyboard.

- **Education and Experience**

Position requires a combination of education and experience equivalent to an AA degree in a computer science discipline plus eight years of experience in applications, database analysis, and operating systems programming; or a BS degree plus four years' experience.

- **Licenses and Certificates**

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