

# Job Description

Position Title: Information Technology Analyst 3 - Systems Engineer

Job Family: Information Technology

Job Level: Professional - Senior

FLSA Status: Exempt

Salary Grade: 08

## Position Summary:

The Information Technology Analyst 3 - Systems Engineer provides advanced engineering, problem identification and resolution support services as well as performance monitoring and capacity planning support. Diagnoses system problems and guides others on a wide variety of complex problems and identifies solutions within broad application and functional expertise. Key contributor with technical evaluations and “proof of concept” programs as it relates to evaluating and implementing new technologies and tools. Perform server hardware/software installation and maintenance tasks. Install and maintain infrastructure management tools. Play a principal role in the development and implementation of departmental workflow automation processes and procedures. A point of contact for internal and external customers, providing technical guidance and support for infrastructure service offerings.

## Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Diagnoses system problems and guides others on a wide variety of complex problems and identifies solutions within broad application and functional expertise.
2. Development and implements departmental workflow automation processes and procedures. Ability to design and document complex workflows.
3. Documents, tracks, and monitors tasks to ensure accuracy.
4. Responds to inquiries from internal and external customers, providing technical guidance and support for infrastructure service offerings.
5. Maintain virtualization and storage technologies. Maintain backup and recovery operations.
6. Performs server hardware/software installation and maintenance tasks. Performs scheduled maintenance, upgrades, and patches to systems.
7. Understands how supported applications interact with the underlying technologies including Windows Server, Oracle DB Server, Active Directory, System Center Configuration Manager, VDI, network technologies, third party applications and Virtualization technologies.
8. Actively participates in professional development to stay abreast of technology needs and regulations of all systems used by PCC.
9. Assists with specific projects, as required.
10. Documents procedures and guidelines.
11. Performs all other duties and responsibilities as assigned or directed by the supervisor.

## Knowledge, Skills, and Abilities:

1. Knowledge of computer and network operating systems
2. Skill in current and applicable computer programming languages relative to the assignment
3. Skill in current and applicable hardware, software, and peripheral equipment
4. Skill in problem solving
5. Skill in coordinating and monitoring the work of others
6. Skill in effective communication (both written and oral)
7. Skill in project management principles, processes, and techniques
8. Ability to adapt to a rapidly changing technical environment

## Supervision:

- Provides lead work, advises and/or guides students. May organize, set priorities, schedule, and review work, may interview and make recommendations on hiring, and provide input into performance reviews. Has responsibility for making decisions on hiring, termination and pay adjustments.

## Independence of Action:

- Results are defined and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

## Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Institutional Infrastructure: Allows participation in the development of foundational aspects of the College, including the establishment of a strategic plan, financial and facilities management, accreditation, and technology planning.
- Information and Analytics: Allows ability to be a data leader. Provides a holistic representation of College's performance as well as data trends or issues.

## Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree in Computer Science or a closely related field of study required.
  - Master's degree in or a closely related field of study preferred.
  - Three (3) to Five (5) years of related technical experience and current certifications required.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

### Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties, including the installation of equipment; to position or transport light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

### Special Conditions of Employment:

- Some evening and weekend work hours.
- Pre-employment Background Check Required