Job Title:	IT Analyst	**Wage/Hour Status:**	Daily, Exempt
Reports to:	Technology Support Manager	**Pay Grade:**	505
Dept. /School:	IT	**Date Revised:**	June 4, 2021

Primary Purpose

Develop and provide technology instruction/coaching to staff and administration on current software and hardware within EPISD in a synchronously (in-person) and asynchronously using software tools such as but not limited to: Adobe Connect and Microsoft SharePoint. Deliver high quality content while providing accurate and timely data analysis and visualization to contribute to District improvement through Information Technology work order system.

Qualifications

Education/Certification

Bachelor's Degree in Computer Information Systems, Business Administration, related field
OR
High School Diploma/GED
Two (2) years' experience end user training
Two (2) years' experience in data analyst or similar experience
One (1) year experience working in a ZenDesk environment

Special Knowledge/Skills

- Knowledge of business applications and school related software applications
- Ability to develop and deliver technology training to adult learners
- Ability to effectively communicate complex technical concepts in non-technical terms, both verbally and in writing to multilingual staff
- Strong organizational, communication and interpersonal skills
- Self-motivated with ability to prioritize, meet deadlines, and manage changing priorities
- Ability to work independently or on a team with minimum supervision
- Knowledge of microcomputer operating systems
- Ability to effectively manage multiple projects simultaneously
- Strong Analytical skills to detect and resolve problems
- Knowledge of standard customer service best practices and procedures
- Knowledge of web-based development
- Knowledge of ZenDesk, SmartSheet, and O365
- Ability to work independently or as a team member
- Excellent verbal communication and writing skills

Major Responsibilities and Duties

1. Design and develop individual instructional modules, instructional materials, training aides for software/hardware use, and user procedures as required.
2. Participate in the implementation, installation, and testing of applications software.
3. Evaluate and interpret end user information requirements.
4. Provide Technology Support Team with basic training as new initiatives/implementation arises.
5. Work with Technology Support to determine district training needs.
6. Provide requested training-related assistance.
7. Implement application and system standards in training and assistance activities.
8. Work with administrator(s) and department committees in planning technology training, implementing technology plans, and selecting instructional equipment and software
9. Continuously learn and utilize highly specialized software applications and hardware.
10. Establish and maintain effective work relationships in the performance of required duties.
11. Assist the Information Technology Department with aspects of data files related to work order or project management system.
12. Assist in developing and monitoring metrics established by Information Technology.

13. Design, develop and integrate functional Information Technology dashboard systems using ZenDesk and SmartSheet.
14. Document changes and modifications of work order system.
15. Assist in work order system workflows
16. Assist in identification and development of appropriate measurement techniques.
17. Create, maintain, and update knowledge base and documentation for internal and external district software and hardware.
18. Establish standard methodologies for data assessment and interpretation across multiple dashboards to ensure consistent information representation.
19. Ensure the integrity, safety and confidentiality of District information.
20. Develop and execute special reports, queries and extract for internal use.
21. Identify workflow-related problems and recommend/implement solution.
22. Assist Information Technology Trainers by identifying district training needs.
23. Coordinate with third-party software and external vendors on District applications.
24. Assist to complete major projects as needed by Technology Support.
25. Compile, maintain, and file physical and computerized reports, records, and other documents required.
26. Assist Technology Support Team during peak times.
27. Keep abreast of changes in technology and apply new knowledge to the job.
28. Assist, develop and maintain positive staff morale.
29. Perform other duties as assigned by supervisor.

Supervisory Responsibilities
    None

Physical and Mental Job Requirements
Mental Demands/Physical Demands/Environmental Factors
    Maintain emotional control under stress. Repetitive hand motions and prolonged use of the computer. Occasional prolonged and irregular hours.

Terms of Employment
    226 days; salary to be established by the Board of Trustees

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The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Approved: _____

Job Title: _____

Date: _____

Approved: _____

Job Title: _____

Date: _____

My supervisor has reviewed this job description with me and has provided me a copy

Employee: _____

Date: _____