

Job Title:	Systems Support Analyst	Wage/Hour Status:	Hourly
Reports to:	Systems Administrator	Pay Grade:	503
Dept/School:	IT	Date Revised:	January 20, 2022

Primary Purpose

Under moderate supervision, maintain one or more operating systems and software packages. Act as a liaison between computer operations and systems administrators on complex tasks involving systems software evaluation, selection, deployment and maintenance of fixes and enhancement and problem diagnostics.

Qualifications

Education/Certification

Associate's Degree in computer/technical related field, certificate granted by a recognized institution for Two (2) year computer/technical study, A+ and Net+ Certification or completion of MSCA/CCNA coursework

OR

High School Diploma/GED and Five (5) years of experience performing the specific duties as described herein for EPISD

Special Knowledge/Skills

- Intermediate/Advanced knowledge of computer, server, and network hardware and software systems
- Knowledge creating and deploying Windows and Mac Operating System images
- Ability to implement projects following project management best practices
- Intermediate/Advanced knowledge of Information Technology Service Delivery and Operations best practices
- Knowledge of Microsoft System Center Configuration Manager (SCCM)
- Knowledge of Microsoft Deployment Tool (MDT)
- Knowledge of Mobile Device Management solutions for iOS, MacOS, and Windows
- Knowledge utilizing software deployment systems on a large organization
- Intermediate/Advanced knowledge of Wi-Fi Networks
- Ability to diagnose various operating systems utilized by EPISD
- Self-motivated and directed

Experience

Five (5) years of work experience installing, maintaining, and repairing computers, peripherals, network, telecommunications, and audio/visual equipment, to include software applications.

Major Responsibilities and Duties

1. Responsible for the installation of client-based operating system and applications.
2. Responsible for installation of programs that will enhance or monitor any subsystem of client-based operating system.
3. Responsible for developing, testing, documenting and assists in deployment of computer images and data migration procedures.
4. Automate patch releases and configuration changes.
5. Install and maintain operating system and anti-virus updates and patches.
6. Remediate vulnerabilities based on internal security reports.
7. Coordinate with other IT staff, IT security, and outside consultants to enhance IT system.
8. Analyze and respond to previously undisclosed software and hardware vulnerabilities.
9. Gather and organize information on problems or procedures including present operating procedures.
10. Ensure client's hardware and software inventories are performed on a regularly scheduled basis.
11. Build unattended installation packages for enterprise software applications.

12. Coordinate release schedules with Desktop Services, Support Desk, and Data Center Operations.
13. Provide Tier 3 support for incidents related to software distribution and patching events.
14. Create, maintain, and update software distribution solution documentation and standard operating procedures.
15. Provide after-hour/weekend/holiday support for special projects.
16. Evaluate and recommend hardware/software systems by determining user requirements.
17. Acquire vendor, product detail, and technical support information for hardware/software implementations.
18. Operate tools and equipment according to prescribed safety procedures.
19. Follow established safety procedures and techniques to perform job duties including lifting, climbing, and carrying.
20. Correct unsafe conditions in the work area and immediately report uncorrectable conditions to supervisor.
21. Maintain professional and customer-service oriented demeanor.
22. Perform other duties as assigned by supervisor.

Equipment Used

Hand tools and test instruments for networks, personal computers, and peripherals.

Supervisory Responsibilities

None

Physical and Mental Job Requirements

Mental Demands/Physical Demands/Environmental Factors

Reading, ability to communicate effectively (verbal, written, electronically), maintain emotional control under stress. Work with frequent interruptions. Prolonged use of computer and repetitive hand motions. Climbing, stooping, bending, and kneeling; occasional heavy lifting; frequent use of small hand tools and electronic test equipment; frequent districtwide travel. Must be able to lift 50 pounds or more.

Terms of Employment

226 days; hourly rate to be established by the Board of Trustees

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: _____

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information, gender stereotyping and perceived sexuality, or on any other basis prohibited by law. Inquiries concerning the application of Titles VI, VII, IX, and Section 504 may be referred to the District compliance officer, Rosa Ramos at 230-2031; Section 504 inquiries regarding students may be referred to Kelly Ball at 230-2856.

El Distrito Escolar Independiente de El Paso no discrimina en los programas de educación o en prácticas de empleo usando el criterio de raza, color, edad, sexo, religión, origen nacional, estado civil, ciudadanía, estado militar, discapacidad, información genética, estereotipo sexual o sexualidad percibida, u otra práctica prohibida por la ley. Preguntas acerca de la aplicación del título VI, VII o IX, y la Sección 504 pueden ser referidas al oficial del distrito, Rosa Ramos at 230-2031; preguntas sobre 504 tocante a estudiantes pueden ser referidas a Kelly Ball al 230-2856.