CLASS TITLE: SYSTEMS SUPPORT ANALYST II – DATA CENTER

BASIC FUNCTION:
As a core member of Technology Service Department, under the direction of the Director of Technology Systems, perform advanced complex system software design, programming, and integration to provide Ventura County Office of Education (VCOE) departments and County school districts with a dependable and functional computer system to meet user needs; evaluate, maintain, and improve VCOE operating systems; assist with hardware maintenance County-wide; provide technical input and recommendations for new system and network planning.

DISTINGUISHING CHARACTERISTICS:
The Systems Support Analyst II is the experienced-level class and performs more technical and complex systems design, programming, and support for VCOE. The Systems Support Analyst I performs professional-level system design and programming and assists with County-wide issues related to system operations, as well as software and hardware maintenance.

REPRESENTATIVE DUTIES:
Perform the functions of database administrator; E

Perform complex system software design, programming, and integration to provide VCOE departments and County school districts with a dependable and functional computer system to meet user needs and requirements; assist Information Technology staff in the diagnosis and correction of software and hardware issues related with applications systems; E

Visit school sites to troubleshoot problems and provide technical support; E

Evaluate, maintain, and improve VCOE operating system to achieve maximum performance; modify and upgrade systems and applications software; troubleshoot and resolve system malfunctions; tune operating system for improved and maximum performance; monitor disk space and backups; assist with system data integrity and recovery; E

Document and explain system procedures and operating procedures for users; provide after-hours user and system support; control system security; E

Install new products on the system; learn and master applications products needed to be supported; configure software on new systems; E

Provide technical input and recommendations for the planning of new systems and networks; assist with the evaluation of new hardware and software products; E

Administer and maintain core business applications and databases; E

Monitor and maintain system security; E

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Provide technical and user support; assist programming staff in the use of new and existing systems; train programming staff in the use of operating systems and new products; provide phone support for users of the VCOE operating system; provide user training on system operation and use; 

Respond to user requests for assistance and malfunction correction and provide technical support; provide technical information and assistance by phone or by driving to County Office and district sites; 

Troubleshoot hardware issues and malfunctions related to microcomputers, data communications, and software applications for users of Information Technology systems; serve as a backup for hardware repairs as needed; set up and configure new systems; re-configure hardware as needed to resolve operating malfunctions; 

Prepare and maintain documentation, records and logs related to system operations and assigned duties; 

Operate various pieces of computer hardware, keyboards, data traps, and hand and cabling tools; 

Perform related duties as assigned. 

**KNOWLEDGE AND ABILITIES**  
**KNOWLEDGE OF:**  
Data communication and networking protocols, configurations, and linkages;  
Technical aspects of the systems design and programming field;  
Virtual Computing/Cloud technologies, such as VMWare, MS Office365, GAFE, etc.;  
Data Center technologies such as SAN, VM, software-defined data center;  
Department and program objectives and goals;  
Software licensing requirements and restrictions;  
Configuration documentation techniques;  
Advanced MS Powershell/DOS commands and computer operating system and standard applications programs employed on a variety of microcomputers;  
Computer software applications and languages utilized by VCOE; and  
Interpersonal skills using tact, patience and courtesy.  

**ABILITY TO:**  
Perform complex system software design and programming to meet user needs;  
Evaluate, maintain, and improve VCOE operating systems;  
Provide technical input and recommendations for new system and network planning;  
Diagnose software and hardware problems and malfunctions in person and over the phone;  
Respond to user requests for assistance and malfunction correction and provide technical support;  
Configure software to hardware;  
Read, interpret, apply and explain technical issues and procedures in a clear and understandable manner;  
Maintain current knowledge of technological advances in the field;  

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Analyze situations accurately and adopt an effective course of action;
Communicate effectively both orally and in writing;
Establish and maintain cooperative and effective working relationships with others;
Plan and organize work;
Work independently with little direction; and
Observe legal and defensive driving practices.

EDUCATION AND EXPERIENCE:
Any combination equivalent to: Bachelor's degree in Computer Science or related field which would include course work in operating systems, programming and computer architecture and three years systems analyst experience involving programming at the system-interface level, with at least two years experience in an operating system environment similar to that used by VCOE.

LICENSES AND OTHER REQUIREMENTS:
Valid California driver's license.

WORKING CONDITIONS:
ENVIRONMENT:
Subject to inside environmental conditions;
Subject to driving to school district sites to conduct work; and
May be required to use personal vehicle in the course of employment.

PHYSICAL ABILITIES:
Require vision (which may be corrected) to read small print;
Lifting objects weighing up to 40 pounds;
Dexterity of hands and fingers to operate keyboards and hand tools;
Seeing to drive and to observe computer monitor;
Hearing and speaking to communicate with users;
Kneeling and bending at the waist to work on equipment;
Pulling and pushing equipment;
Sitting for extended periods of time; and
Walking.

Should an applicant require reasonable accommodation, the Ventura County Office of Education will consider that upon request.