SAN DIEGO UNIFIED SCHOOL DISTRICT

POSITION DESCRIPTION

TITLE: Systems Analyst
REPORTS TO: Assigned Supervisor

DEPARTMENT: Integrated Technology Support Services
CLASSIFICATION: Classified

FLSA: Non-Exempt
SALARY GRADE: 056 OTBS
REVISED: September 24, 2019

BASIC FUNCTION:

Work with departments to identify areas where current technologies can be applied to manual or automated processes; analyze needs, assist in the development of proposals, assist IT staff with systems development to meet user requirements, and Enterprise Resource Planning (ERP) system support.

REPRESENTATIVE DUTIES: Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements.

E = Essential Functions

Analyze user requests and administrative activities to determine scope of operational and informational needs. E

Meet with users to obtain functional requirements, design details, and approval of project direction. E

Familiarize users with capabilities and limitations of data processing. E

Assist in feasibility studies and preparation of project proposals; prepare system level specifications and assist in the development of project timetables; consult with users and monitor project to ensure that system requirements, timetables, and implementation strategies are met. E

Troubleshoot and resolve system issues reported by users or found during testing. E

Respond to ad hoc report requests and generate data sets, dashboards, or printed reports from multiple data sources. E

Prepare progress reports on projects for supervisors and administrators. E

Act as a resource to other IT staff. E

Create, review and update user guides and training materials, such as handbooks, job aids, or on-line resources for staff. E

Conduct system level testing and assist end-users with acceptance level testing. E
Train staff in new functionality.  

Participate in reviews during program and system development; maintain a continuing liaison with users to ensure proper implementation of systems.  

May act as a project team leader, and assign and review the results of tasks completed by others.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS:

EDUCATION AND EXPERIENCE:
Any combination of training, experience, and/or education equivalent to graduation from a recognized four-year college or university with a degree in information systems or directly related field and two years of recent, progressively responsible experience in systems development or analysis of major applications. In-depth understanding and two years experience supporting ERP platforms such as PeopleSoft may be required for certain positions. Experience with PeopleTools and support of any PeopleSoft HCM, Finance and SCM applications is desirable.

NOTE: An incumbent in the job class of Systems Analyst may be promoted to the next higher job class of Senior Systems Analyst upon certification by the section manager and approval by the Information Technology Department Executive Director that the incumbent meets the minimum qualifications listed on the current class description of the higher job class and is regularly performing a majority of the higher level duties.

LICENSES AND OTHER REQUIREMENTS:
Microsoft SQL Server Development certification or equivalent experience desired.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
System development and maintenance methodologies.
Technical aspects of field of specialty.
Principles, purposes, functions, policies, and practices of the organization and public administration.
District business procedures, processes, and policies pertinent to assigned area.
Research methods and techniques.
Methods of statistical analysis and presentation; techniques of data collection and analysis.
Principles of training methods.
Oral and written English communication skills.

ABILITY TO:
Analyze administrative functions and information requirements, and adopt an effective course of action.
Assist users in determining automation needs.
Interpret and apply laws, rules, regulations, policies, and procedures pertinent to assigned area.
Evaluate work methods and procedures.
Operate with a high degree of independence with limited direction.
Demonstrate leadership while working with diverse groups of people.
Communicate effectively orally and in writing.
Use development and maintenance methodology.
Operate standard office equipment including computing devices and related software applications.
Establish and maintain effective working relationships with users and all levels of staff.
Plan and organize work.
Meet schedules and time lines.
Maintain records.
Read, interpret, apply, and explain rules, regulations, policies, and procedures.
Train and lead the work of others.

WORKING CONDITIONS:

ENVIRONMENT:
Indoor office setting.

PHYSICAL REQUIREMENTS:
Hearing and speaking to exchange information; seeing to perform assigned duties; sitting for extended periods of time; dexterity of hands and fingers to operate a computer keyboard and other office equipment; kneeling, bending at the waist, and reaching overhead, above the shoulders and horizontally, to retrieve and store files and supplies; lifting light objects.

DISTINGUISHING CHARACTERISTICS:

A Systems Analyst applies a thorough knowledge of programming techniques and computer system capacity in designing, selecting, and modifying software programs to provide effective service to users of the district’s student information and business software application systems and related databases.

A Senior Systems Analyst analyzes complex administrative functions and information requirements; organizes user task force, develops and monitors system implementation plans, and conducts system level testing to ensure implementation and maintenance of systems.

A Senior Systems Analyst, DWA, plans, configures, and customizes District Wide Applications (DWA) to meet district requirements; organizes user task forces, develops and monitors DWA implementation and integration plans for business processes.

Revised 9.24.19—FS
Revised 3.30.04—PeopleSoft
Revised 6.30.04
Job Code 6717
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