

ANALYST II: INFORMATION SERVICES

DEFINITION:

Under the general direction of the Director, Information Services, assumes responsibility for enterprise systems, peripheral technology, and related business processes; plans and oversees the implementation of critical technology projects; leads and executes all aspects of the systems development lifecycle; acts as the technical authority and support lead for assigned applications.

DISTINGUISHING CHARACTERISTICS:

The Analyst II: Information Services has substantial leadership responsibilities within the context of technology projects, systems management, support team leadership, and vendor relationships. This position is distinguished by the level of leadership and resource coordination expected, and the high-complexity, potential risk, and technical scope typically inherent to the incumbent's assigned projects and systems.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Oversees and acts as the technical authority for complex technology systems, including implementation, technical problem solving, ongoing support and enhancements.
- Analyzes business and educational processes; identifies gaps and opportunities for improvement in current systems and related procedures; facilitates the translation of stakeholder needs into technical specifications; makes recommendations for improvements to systems and procedures; applies technology to streamline existing workflows.
- Performs work requiring a very high level of technical knowledge in specific domains and the ability to integrate the knowledge of several areas.
- Manages and provides technical leadership for complex projects including requirements definition, budget development, procurement, stakeholder engagement, technical design, implementation, staff training and communications; leverages appropriate project management tools and standards to coordinate work of project team members.
- Coordinates the work of assigned project and support team members, consultants, vendor partners and other personnel to ensure successful technology implementations and sustainability of existing applications.
- Assesses quality and responsiveness of systems support; analyzes support data to identify trends and evaluate support performance; makes recommendations to improve support systems and procedures; develop and maintain systems and support documentation; train support team personnel.
- Develops and implements communication, training, and transition plans related to system changes and new implementations to foster technology adoption, productive use, and highly responsive ongoing support.
- Leads efforts to resolve system issues; identifies and documents reported problems; researches and diagnoses underlying technical, configuration, or procedural issues; resolves and communicates system problems; prepares after action reports.
- Evaluates software and other technology products for overall quality, fitness for use, and alignment to district needs and user requirements; reviews proposed changes to systems and processes; anticipates potential impacts on related systems and operational activities; documents, presents and recommends actions based on findings.
- Drafts and implements long-term plans for enterprise systems management and new development; creates work plans and monitors progress of projects and operational tasks; reconciles competing priorities to provide clear direction to technical and project teams; works with management to resolve resource conflicts.

- Monitors overall system health; makes recommendations to improve stability, performance, and resiliency of assigned systems; assures proper planning, engineering, documentation, installation and testing of systems to meet user requirements; manages system maintenance activities.
- Analyzes regulatory rules and regulatory issues for their impact on current operations; documents related system and procedural gaps; adapts systems and manages changes in practice needed to comply with regulatory requirements.
- Communicates with administrator, department staff, vendors, service providers and other outside organizations to coordinate activities, support and technology systems.
- Performs other related duties as required.

QUALIFICATIONS GUIDE**Knowledge of:**

- Principles, practices and techniques of database management and support.
- Data governance standards and data privacy regulations and requirements
- Software development life-cycle
- Project management tools and techniques
- Strategies for business process needs analysis and development of technical specifications
- Interpersonal skills using tact, patience and courtesy.
- Oral and written communication skills.

Ability to:

- Communicate effectively both orally and in writing.
- Establish and maintain cooperative and collaborative working relationships with others.
- Work under pressure.
- Research and resolve complex technical issues.
- Evaluate technical solutions efficiently and thoroughly.
- Plan and organize work. Prioritize and schedule work.
- Learn, apply and implement new technologies quickly in a rapidly changing environment.
- Problem-solve and adopt an effective course of action.
- Meet schedules and timelines.
- Work independently with little direction.

EDUCATION/EXPERIENCE:

Any combination equivalent to: advanced professional or academic training in management information systems or a related field and four years (4) of progressively responsible experience in a technical or project leadership role. Bachelor's degree in computer science, information systems or related field preferred.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Sitting, standing and walking for extended periods of time.
- Seeing to read a variety of materials.
- Hearing and speaking to exchange information.
- Dexterity of hands and fingers to operate a computer keyboard.
- Reaching overhead, above shoulders and horizontally.
- Bending at the waist, kneeling or crouching.
- The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move more than 50 pounds with assistance as needed.

WORK ENVIRONMENT:

Office environment. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

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