100-400U

POSITION DESCRIPTION

AGENCY/DEPT ID
DAS505280

DIVISION OR INSTITUTION	UNIT OR OFFICE	COUNTY OF EMPLOYMENT
Office of Information Technology	ISD/Enterprise Computing	Franklin

POSITION NUMBER 20006465 (41845.0)

☐ Reclassification ☐ New Position ☒ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION: Systems Analyst 2

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR: 20006469 Network Administration Manager

☒ Permanent ☐ Temporary ☐ Intermittent

☒ Classified ☐ Unclassified ☐ Essential

Overtime: ☒ Eligible ☐ Exempt

If FLSA Exempt, exemption type:

Bargaining Unit 14

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00 am TO: 5:00 pm & subject to overtime/call back 24X7

JOB CODE TITLE: Systems Analyst 2

JOB CODE: 64122

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
60	Evaluates, installs, tests & maintains mission critical Windows systems for Enterprise Computing customers within a Microsoft Active Directory structure for complex systems which include load balancing, clustering, 3- tier application architectures & high security systems within the secure server environment in 24X7 production environment: manages (e.g., analyzes, designs, implements & maintains) Windows operating system configurations & system security for complex, multi-tier, multi-silo application systems running on multi-processor & clustered systems; analyzes hardware & software alternatives & recommends selection to users & higher-level authorities; provides ongoing system maintenance & evaluation; performs system testing; installs operating system upgrades, patches & software packages (e.g., antivirus, backup & recovery, patch management, security monitoring); assists management in evaluating vendor software releases, new products & software & makes technical recommendations; assists with the restores of systems in the event of massive software or hardware failures; assists in system capacity planning & monitoring, system tuning & availability management; configures & maintains virtual server environments for application developers & development systems; assists WSS staff in troubleshooting issues related to network, Windows operating system, & various infrastructure support applications (e.g., Microsoft System Center Configuration Manager (SCCM), Microsoft System Center Operations Manager (SCOM), antivirus software, patch management); assesses current processes & procedures with in WSS & looks for opportunities for improvement in accordance with ITIL best practices; makes recommendations to upper management & works with management & WSS staff to enact changes; supports staff in the management & maintenance of applications throughout their lifecycle; assists management in meeting with vendors to evaluate new products & solutions; meets with customers on a routine basis to better understand their requirements & timelines; responds to production down & critical system issues 24 hours/day, 7 days/week, which requires standby, overtime, or call back; may be required to carry cell phone or wear pager.	Knowledge of (1) computer science; (2) computer systems analysis & design, (3) Windows server hardware & peripheral equipment; (4) MS Windows operating systems; (5) high-level computer programming languages (e.g., Visual Basic); (6)computer hardware systems; (7) agency policies & procedure* ; (8) government structure & process*; (9) customer service; (10) Windows servers within Microsoft Active Directory environment; (11) multi-tier (e.g., web, application, database), multi-silo application systems ; (12) 24X7 high availability production environment; Skill in (13) operation of computer terminal & peripheral equipment; (14) configuring system monitoring software (e.g., Microsoft System Center Configuration Manager (SCCM), Microsoft System Center Operations Manager (SCOM), Antivirus software, Patch Management, etc.); Ability to (15) write programming specifications & system documentation; (16) define problems, collect data, establish facts & draw valid conclusions ; (17) interpret extensive variety of technical material in books, journals, manuals & audiovisual form; (18) deal with many variables & determine specific action; (19) originate instructions & specifications concerning proper use of software products; *developed after employment

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE: [signature]

DATE: 7/23/09

Upd 7-31-09CB

100-400U

POSITION DESCRIPTION

AGENCY/DEPT ID
DAS505280

DIVISION OR INSTITUTION	UNIT OR OFFICE	COUNTY OF EMPLOYMENT
Office of Information Technology	ISD/Enterprise Computing	Franklin

POSITION NUMBER 20006465 (41845.0)

☐ Reclassification ☐ New Position ☒ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
Systems Analyst 2	20006469 Network Administration Manager

☒ Permanent ☐ Temporary ☐ Intermittent	☒ Classified ☐ Unclassified ☐ Essential	Overtime: ☒ Eligible ☐ Exempt If FLSA Exempt, exemption type:	Bargaining Unit 14 Page 2 of 3

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00 am TO: 5:00 pm & subject to overtime/call back 24X7

JOB CODE TITLE Systems Analyst 2

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
		(20) communicate verbally on technical & non- technical matters; (21) maintain accurate records; (22) respond to production down & critical system issues 24 hours/day, 7 days/week; (23) carry cell phone or wear pager.
30	Represents WSS on security matters & works with other groups & agencies on topics such as endpoint security & incident response: monitors endpoints for vulnerabilities with automated monitoring tools (e.g., Foundstone Enterprise, Nessus) & through other manual methods (e.g., Netcat, Sysinternals); coordinates efforts for remediation of vulnerabilities with WSS staff, customers, & management; works with vendors, staff, & customers to assess new security tools [e.g., Network Access Protection (NAP), Network Access Control (NAC), Public Key Infrastructure (PKI), Two Factor Authentication, Data Loss Prevention (DLP), Vulnerability Management tools, Encryption tools) & how they can be leveraged to address the evolving security needs of WSS & its customers.	Knowledge of l, 2, 3, 4, 5, 6, 7* 8*, 9, 10, 11, 12 Skill in 13, 14 Ability to 15, 16, 17, 18, 19, 20, 21, 22, 23
10	Designs, creates & maintains custom scripts/programs related to system monitoring & performance: produces reports for management & customers; prepares system performance, monitoring reports & availability reports; works with ISD/Unified Network Services in the design, configuration & management of system network security parameters & functions; attends seminars &/or classes for computer systems design training.	Knowledge of 1, 2, 3, 4, 5, 6, 7*, 8*, 9, 10, 11, 12 Skill in 13, 14 Ability to 15, 16, 17, 18, 19, 20, 21, 22, 23
		* developed after employment

JOB CODE 64122

Apd 7-31-09 CB

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE	DATE
	Stuart R [signature]	7/23/09

100-400U

POSITION DESCRIPTION

AGENCY/DEPT ID
DAS505280

DIVISION OR INSTITUTION	UNIT OR OFFICE	COUNTY OF EMPLOYMENT
Office of Information Technology	ISD/Enterprise Computing	Franklin

POSITION NUMBER 20006465 (41845.0)

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Position Hyperlinked to ☐ Agency Organizational Tree

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POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR: 20006469 Network Administration Manager

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☒ Classified ☐ Unclassified ☐ Essential

Overtime: ☒ Eligible ☐ Exempt

If FLSA Exempt, exemption type:

Bargaining Unit 14

Page 3 of 3

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00 am TO: 5:00 pm & subject to overtime/call back 24X7

JOB CODE TITLE: Systems Analyst 2

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
		Position Specific Minimum Qualifications 24 mos. exp administering (e.g. , installing, evaluating, testing) Windows servers in 24X7 production environment within Microsoft Active Directory structure; 24 mos. exp. managing (e.g., analyzing, designing, implementing) Windows operating system configurations for complex, multi-tier (e.g., web, application, database), multi-silo application systems. 12 mos. exp. configuring system monitoring software (e.g., Microsoft System Center Configuration Manager (SCCM), Microsoft System Center Operations Manager (SCOM), Antivirus software, Patch Management).
	Must submit to & pass personal background check	* developed after employment

JOB CODE 64122

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE: [signature]

DATE: 7/23/09

Appd 7-31-09 CB