AUGUSTA COUNTY SERVICE AUTHORITY

Job Description

DATE: December 7, 2016

JOB TITLE: Systems Analyst/Developer

DEPARTMENT: Administration  FLSA: Non-Exempt

REPORTS TO: Customer Service & Technology Manager  Category: Non-Essential

SUMMARY OF RESPONSIBILITIES

The Systems Analyst/Developer participates in information services program development and management in coordination with department directors and supervisors; prepares and maintains systems, records, and files.

ESSENTIAL JOB FUNCTIONS

System Management
1. Perform scripting/programming in SQL, SQL Report Builder, ASP/VBScript, PHP, C#, and AS/400 environments. Provide analytical support as needed.
2. Provides web design and maintenance for ACSA.
3. Assist with development of reports from multiple datasets as needed.
4. Assist with development of custom software applications to meet the needs of the organization.
5. Provide support for multiple servers, computers, and devices, ensuring efficient integration of components with existing, network, and communications systems.
6. Provides systems administrator functions for all personnel such as permissions modifications for file access and user authentication.

Personnel Support and Training
1. Investigate and resolve script, report, and software application issues.
2. Troubleshoots problems with hardware, software, network, remote access connectivity, and related communication systems.
3. Provides initial point of contact for requests from users via telephone, e-mail, inter-office mail, and the web. Logs support requests and documents their outcome. Redirects and/or escalates support requests to the appropriate member of the Service Authority, Augusta County IT Department or external vendor.
4. Provides end user support for Service Authority issued mobile devices.
5. Provides training or makes training recommendations needed to fully utilize hardware and software.
KNOWLEDGE AND SKILLS

1. A 4 year Bachelor’s Degree in Information Technology, Computer Science, or closely related field; prefer three (3) to five (5) years previous experience and/or training in relevant information technology and/or computer operations. Proficiency with Windows (operating software and network environment) and the Microsoft Office Suite are required.
2. Ability to communicate, both verbally and written, and read in English to understand instructions and handle customers and visitors requests.
3. Must exhibit a positive attitude to effectively deal with the public, customers, vendors, and co-workers. Ability to perform several tasks at the same time.
4. Position requires high ethical conduct associated with access of confidential data.

WORKING CONDITIONS

1. Work is performed in a typical office environment. Normal sitting, standing, walking, stooping, bending, kneeling, reaching, grasping are required. Repetitive movement using keyboard and office equipment is involved.
2. Occasional lifting (up to 25 pounds without assistance), carrying (up to 25 pounds without assistance), pushing, pulling, twisting, climbing, stooping/ bending, kneeling, crawling, reaching, grasping, repetitive movements, and driving are required.
3. Required to work irregular schedules on an as needed basis, which includes overtime, night duty, standby, weekends, and holidays. Subject to call-in for emergency assignments.
4. Must possess the ability to deal with and maintain confidentiality of information.

EMPLOYMENT CONDITIONS

1. Pre-employment drug test
2. Pre-employment physical
3. Pre-employment driving record review
4. Annual driving record review
SAFETY REGULATIONS AND HAZARDS

Must observe all safety rules and regulations and utilize personal protective equipment (PPE) as required. Held accountable for safety and PPE use.

THIS JOB DESCRIPTION DOES NOT LIST ALL THE RESPONSIBILITIES, DUTIES, SKILLS, REQUIREMENTS, EFFORTS, OR WORKING CONDITIONS ASSOCIATED WITH THE JOB. EMPLOYEES WILL BE EVALUATED IN PART BASED UPON PERFORMANCE OF THE TASKS LISTED IN THIS JOB DESCRIPTION.

MANAGEMENT RESERVES THE RIGHT TO REVISE THIS JOB DESCRIPTION AT ANY TIME. THIS JOB DESCRIPTION IS NOT A CONTRACT FOR EMPLOYMENT, AND EITHER PARTY MAY TERMINATE EMPLOYMENT AT ANY TIME, FOR ANY REASON.

APPROVALS:

EMPLOYEE: _____________________________ DATE: ______________

SUPERVISOR: ___________________________ DATE: ____________