

# Database/System Analyst

DEPT: Information Technology	FLSA: Exempt
DIV:	EEOC: Technician
DATE: July 2022	



## POSITION SUMMARY

Performs complex professional work in database administration, systems analysis, and system administration. Reviews and analyzes SQL databases and administers software systems.

## SUPERVISION RECEIVED

Works under the guidance and direction of the Information Systems Manager

## SUPERVISION EXERCISED

None.

## ESSENTIAL FUNCTIONS

Works at a high level of all technical phases of SQL databases and programming, assists with application development and related duties of a database analyst. Works within Windows and UNIX environments. Works with programming languages as necessary.

Installs, upgrades, and performs problem analysis for MS SQL servers. Defines and configures SQL database instances on servers and analyzes current models and procedures. Has knowledge of database queries, theory, views, and database design. Clearly defines problems and recommends solutions. Assists in the development of hardware and software specifications as related to SQL server systems. Designs backup processes for database servers and associated data.

Designs and codes new programs to meet needs of end users. Maintains, updates, or enhances existing program code to keep software tools current and viable.

Provides end to end technical support and problem resolution for SQL based servers which include the Caselle system. Launches support tickets with software vendors as well as follows up on open tickets until the issue has been resolved.

Assists end users with troubleshooting software issues, identifies, and provides new processes and/or changes to existing systems to meet their needs and objectives efficiently. Assists with application training and conducts in-service training sessions.

Creates database management procedures. Researches, examines, evaluates, and makes reports and recommendations on database issues. Prepares system documentation to instruct end users in the use of application systems.

Works closely with peers, users, technical support personnel and technical personnel in other organizations. Attends seminars, classes, and other technically oriented meetings, works with technical manuals to solve problems and remains current with new skills.

Works directly with SQL based servers, personal computers, workstations, and all related peripheral devices. Works with hardware, software, and communication protocols necessary to effect communication between various systems and devices.

Performs problem solving activities on both software and hardware systems. Assists others in defining problems and effecting corrective action to restore desired operating levels.

Trains users and other peers in use of appropriate application programs and systems

Assists other staff members as needed.

Duties, responsibilities, and activities may change as assigned.

## MINIMUM QUALIFICATIONS

1. Education and Experience:
  - A. Equivalent to an bachelor's degree in Computer Science, networking or closely related field
  - AND
  - B. Two years (2) years of experience related to above duties
  - OR

C. An equivalent combination of job-related education, training and/or experience.

2. Required Knowledge, Skills, and Abilities:

**Considerable knowledge of** the principles and practices of computer operations, networking, communications, and basic programming; application software, operating systems, components, and associated peripherals; browser-based software; related laws, codes, rules, and regulations governing computer functions; policies and procedures established for the work system; functions and terminology common to the work; basic English composition, spelling, and grammar.

**Skill in** tracking and responding to user requests in a timely and effective manner; identifying and resolving technical issues; communicating technical ideas in a clear and concise manner to individuals with a wide range of technical knowledge or ability, both verbally and in writing; evaluating programs and procedures.

- Proficiency in SQL databases and Microsoft Windows operating systems. Familiarity with UNIX platform.
- Must be proficient in SQL report writer software and use of Microsoft SQL Server Management Studio. Crystal Reports (is a plus but not required.)
- Familiarity with Caselle application is a plus but not required.
- Proficiency in system analysis and software implementation; knowledge of documentation requirements and skill in technical writing.
- Working knowledge of relational database management systems (RDBMS).
- Knowledge of PC networking and server technology.

**Ability to** perform work with speed and accuracy; exercise independent judgment while evaluating situations and in making determinations; organize assigned work and develop effective work methods; prepare clear, concise, and accurate reports; perform duties in a manner that demonstrates respect, integrity, courtesy, and kindness towards fellow workers, customers, and the general public; develop and maintain effective working relationships with the public, coworkers, and superiors; and demonstrate a high level of commitment to the principles of positive customer service.

3. Special Qualifications:

A valid, lawful driver's license is required.

4. Work Environment:

Incumbent of the position performs in a typical office setting with appropriate climate controls. Tasks require occasional physical activities, not generally involving muscular strain, such as walking, standing, stooping, sitting, reaching, talking, hearing and seeing. Rapid work speed required to perform keyboard operations. Common eye, hand, finger, leg and foot dexterity are required. Mental application utilizes memory for details, verbal instructions, emotional stability and discriminating thinking.

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**Disclaimer:** The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

I \_\_\_\_\_ have reviewed the above job description. Date: \_\_\_\_\_  
(Employee)