Job Title: Associate System Analyst-VDI

CLASSIFICATION DESCRIPTION

Department: **Administrative Information Systems**

Pay Grade: **114**

FLSA Status: **Exempt**

Remote Work Eligible: Yes

JOB SUMMARY

This position maintains and uses software or hardware systems critical to the operation of the College. It focuses on the use, maintenance and enhancement of software and hardware systems critical to the operation of the College in relation to virtual desktop infrastructure (VDI), remote desktop (RDS), and remote application systems. Duties may include analyzing, supporting, and deploying of all College-wide VDI systems and operations; maintaining system capabilities for the VDI infrastructure; developing technology strategies; building lasting business partnerships through agile, collaborative VDI solutions; conducting project work involving implementation of new software or hardware as well as system changes/updates; and working with end users on use and troubleshooting of VDI and RDS systems.

DISTINGUISHING CHARACTERISTICS

Eligible to work remotely.

ESSENTIAL JOB FUNCTIONS

- Manages and maintains multiple systems, applications, and/or functions and related VDI, RDS and related projects.
- May estimate project costs, identify system risks and needs, and perform related duties.
- Coordinates projects with internal and external parties.
- Researches information technology problems and discovers sources of errors; analyzes systems capabilities and implements necessary operational changes; and participates in the development and/or review of equipment/service specifications in relation to the College's VDI and RDS systems and infrastructure.
- Performs daily morning maintenance of environments Department supports; reviews consoles for issues that require immediate attention; and troubleshoots and addresses any issues that arise during daily maintenance tasks.
- Manages and applies an efficient hardware, software, and virtual machine update maintenance schedule for equipment including: live documents of compatibility matrix review; applied license review, and End of Life (EOL) equipment lease/purchase refresh plans.

Prepared: February 2023

- Designs, implements, installs, maintains (including patches, system updates, optimizations etc.), and troubleshoots both software and hardware aspects of the College's VDI and RDS systems and applications; reports, identifies and interprets technical information to develop solutions.
- Confers with users to determine needs and assists all levels of support to implement best practice solutions.
- Provides end-user support, training and troubleshooting of problems and issues.
- Continually develops an optimal delivery of services that can adapt to a changing technology environment that surrounds the College's infrastructure.
- Works collaboratively with identified techs at each site to customize and support the proprietary needs and requests of end users from each area.
- Provides a consistent and open line of communication with leadership, as well as all stakeholders who are involved in VDI controlled areas, in order to maintain a consistent vision of the direction the technology is moving.
- Performs other duties as assigned.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Bachelor's degree in information systems or a related field; one (1) year of related work experience in area of responsibility or related duties; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:
- Remote and virtualized application concepts;
- Network design concepts in relation to VDI & RDS systems and how they interface with other infrastructure;
- Windows Server operating systems;
- System security principles;
- Server networking components and configuration;
- Server hardware and related skills;
- Systems analysis and design principles;
- Project management principles;
- Applicable programming languages;
- Process improvement principles;
- Operating systems;
- Customer service principles;
- Training principles; and
- Computers and related software applications.

Skills in:
- Maintaining and troubleshooting of VDI & RDS platforms, databases, and systems at a Tier I level;
- Assisting with setup, deployment and use of applications and systems;
- Record keeping for device lease/purchase/refresh schedules;
- Installing, configuring and troubleshooting technological platforms, databases, and systems;
- Utilizing and managing systems;
- Following procedural and technical standards;
- Monitoring and assessing sites, sources and systems;
- Training end-users on applications and systems;
- Communicating technical information to a non-technical audience;

- Using a computer and related software applications; and
- Communication, interpersonal skills as applied to interaction with assigned employees, coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to give and receive work direction.

Ability to:
- Apply server, virtual machine, and user data backup methodology;
- Work with end-users on applications and systems;
- Work with many varied internal departments and people as well as external vendors and consultants in a highly professional manner;
- Provide first class customer service and outstanding professional relationships with all levels of employees and students;
- Design, develop, and implement applications; and
- Interpret customer requirements and translate them into system specifications.

CERTIFICATION, LICENSE AND SPECIAL REQUIREMENTS

Computer Support Certificate desired.

PHYSICAL DEMANDS

This work typically requires the following physical activities to be performed. A complete description of the activities below is available upon request from Human Resources.

(X = Required to perform essential job functions)

Physical Activities		Physical Activities	
Balancing – maintain equilibrium to prevent falling while walking, standing, or crouching.	**X**	Pushing – use upper extremities to press against objects with force, or thrust forward, downward, outward.	**X**
Climbing – ascending, descending ladders, stairs, ramps, requires body agility.	**X**	Reaching – extending hands or arms in any direction.	**X**
Crawling – moving about on hands, knees, or hands, feet.	**X**	Repetitive Motion – substantial movements of wrists, hands, fingers.	**X**
Crouching – bending body forward by bending leg, spine.	**X**	Speaking – expressing ideas with spoken word, convey detailed, important instructions accurately, concisely.	**X**
Feeling – perceiving attributes of objects by touch with skin, fingertips.	**X**	Standing – for sustained periods of time.	**X**
Fingering – picking, pinching, typing, working with fingers rather than hand.	**X**	Stooping – bending body downward, forward at waist, with full motion of lower extremities and back.	**X**
Grasping – applying pressure to object with fingers, palm.	**X**	Talking 1 – expressing ideas by spoken word.	**X**
Handling – picking, holding, or working with whole hand.	**X**	Talking 2 – shouting to be heard above ambient noise.	**X**
Hearing 1 – perceiving sounds at normal speaking levels, receive information.	**X**	Visual Acuity 1 – prepare, analyze data, transcribing, computer terminal, extensive reading.	**X**
Hearing 2 – receive detailed information, make discrimination in sound.	**X**	Visual Acuity 2 – color, depth perception, field of vision.	**X**
Kneeling – bending legs at knee to come to rest at knees.	**X**	Visual Acuity 3 – determine accuracy, neatness, observe facilities/structures.	**X**

Lifting – raising objects from lower to higher position, moving objects side to side, using upper extremities, back.	**X**	Visual Acuity 4 – operate motor vehicles/heavy equipment.	**X**
Mental Acuity – ability to make rational decisions through sound logic, deductive reasoning.	**X**	Visual Acuity 5 – close acuity for inspection of small defects, machines, use measurement devices, or fabricate parts.	**X**
Pulling – use upper extremities to exert force, haul or tug.	**X**	Walking – on foot to accomplish tasks, long distances, or site to site.	**X**

TYPE OF WORK

Work performed is primarily:

☐ *Sedentary work*: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.

☐ *Light work*: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects.

☒ *Medium work*: Exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

☐ *Heavy work*: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.

☐ *Very heavy work*: Exerting in excess of 100 pounds of force occasionally and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects

WORK ENVIRONMENT

May be required to work hours other than the regular schedule including nights and weekends. Work may involve some travel. Periodically works on-call on a rotational basis.

May be subject to exposure to electrical currents and workspace restrictions.

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions described herein. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in a job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in a job description.

St. Petersburg College has the right to revise a classification or job description at any time. This description does not represent in any way a contract of employment.