	Job Title: **Senior Information Technology Analyst**

CLASSIFICATION DESCRIPTION

Department: Varied

Pay Grade: 117

FLSA Status: Exempt

Remote Work Eligible: Yes

JOB SUMMARY

This position coordinates and implements the maintenance, use, and enhancement of software or hardware systems critical to the operation of the College. Responsibilities may include: analyzing system capabilities; implementing process and procedure changes to better utilize software or hardware; coordinating with software vendors regarding software support and system enhancements; coordinating projects involving the implementation of new software/hardware/system changes; and training end-users.

DISTINGUISHING CHARACTERISTICS

Eligible to work remotely.

ESSENTIAL JOB FUNCTIONS

- Manages multiple systems, applications, and/or functions and related projects which include testing system performance, identifying system risks and needs, and performing related duties.
- Researches information technology problems; discovers sources of errors; analyzes systems capabilities; implements necessary operational changes; and participates in the development and review of equipment/service specifications.
- Confers with users to determine needs; implements best practice solutions.
- Provides end-user support and troubleshooting of software problems and issues.
- Analyzes data and develops reports for decision making.
- Develops training documents, provides training when needed, and maintains system user access and role assignments.
- Coordinates projects with internal and external parties as necessary.
- May maintain and support data center systems and applications (Active Directory, document imaging systems, file and print servers, identity federation services, backup and monitoring systems, etc.).
- May create, maintain, and decommission servers.
- May develop and maintain Python, PowerShell and Bash scripts.
- May provide support to network teams.

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- May apply application design, development, and deployment using various technologies, frameworks, scripts, coding, and products.
- Performs other duties as assigned.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Bachelor's degree in information systems or a related field; four (4) years of related work experience in area of responsibility; 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:
- Systems analysis and design principles;
- Project management principles;
- Applicable programming languages;
- Process improvement principles;
- Web site development methods, principles, and practices;
- Operating systems;
- Customer service principles;
- Training principles; and
- Computers and related software applications.

Skills in:
- Programming;
- Utilizing and managing systems;
- Establishing and following procedural and technical standards;
- Monitoring and assessing web sites;
- Training end-users;
- 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 workers, coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to give and receive work direction.

Ability to:
- Interpret customer requirements
- Translate system specifications; and
- Troubleshooting applications, databases, and systems.

CERTIFICATION, LICENSE AND SPECIAL REQUIREMENTS

N/A.

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.		Pushing – use upper extremities to press against objects with force, or thrust forward, downward, outward.	

Climbing – ascending, descending ladders, stairs, ramps, requires body agility.		Reaching – extending hands or arms in any direction.	**X**
Crawling – moving about on hands, knees, or hands, feet.		Repetitive Motion – substantial movements of wrists, hands, fingers.	**X**
Crouching – bending body forward by bending leg, spine.		Speaking – expressing ideas with spoken word, convey detailed, important instructions accurately, concisely.	**X**
Feeling – perceiving attributes of objects by touch with skin, fingertips.		Standing – for sustained periods of time.	
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.	
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.	
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.		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.		Visual Acuity 4 – operate motor vehicles/heavy equipment.	
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.	
Pulling – use upper extremities to exert force, haul or tug.		Walking – on foot to accomplish tasks, long distances, or site to site.	

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, weekends, and holidays.

Work is performed in a safe and secure work environment that may periodically have unpredicted requirements or demands.

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.