

**MONROE COUNTY COMMUNITY COLLEGE  
JOB DESCRIPTION**

**COMPUTER SYSTEMS ANALYST**

Supervised By: Director of Data Processing Services  
Supervises: No supervisory responsibility

**Position Summary:**

Under the supervision of the Director of Data Processing Services, is responsible for the efficient and accurate operations of the College's Enterprise Resource Planning (ERP) systems. Working closely with user departments, the Computer Systems Analyst serves as subject-matter expert, troubleshoots and resolves coding issues, helps to documents systems and provides training and/or suggests sources of training. The analyst proactively monitors systems to ensure optimal, accurate operations and reports on systems that may need attention. Ensuring systems integration to promote data sharing is also a role of the analyst.

**Essential Job Functions:**

An employee in this position may be called upon to do any of all of the following essential functions. The examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Analyzes data processing issues to improve computer systems and provides DPS department staff and users with assistance solving computer related problems.
2. Works closely with user departments to help optimize the use of the College's ERP.
3. Researches and evaluates emerging technologies; recommends new solutions and develops subsequent costs estimates.
4. Designs new applications and workflow changes to increase organizational efficiency and effectiveness, determining resource requirements for new and existing applications.
5. Creates and modifies software programs to solve business problems related to the College systems. Coordinates with other College development resources to produce new software solutions.
6. Writes instruction manuals, document systems and provide for user training.
7. Develops testing procedures and perform testing to ensure systems work as expected.
8. Installs and/or coordinates installation of computer programs and operating systems; customizes systems to meet the needs of the organization.

9. Monitors computer systems performance to ensure proper operation and verifies database and data integrity.
10. Troubleshoots and fixes day-to-day software and hardware problems, diagnosing and recommending resolutions for larger, ongoing software and hardware issues.
11. Performs other duties as assigned by the Director of Data Processing Services.

The above statements are intended to describe the general nature and level of work being performed by personnel assigned this classification. They are not to be construed as an exhaustive list of all job duties personnel so classified.

**Required Knowledge, Skills, Abilities and Minimum Qualifications:**

The requirements listed below are representative of the knowledge, skills, abilities, and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following;

- Associates degree in computer information systems with seven or more years' experience in computer programming and/or systems analysis.
- Bachelor's degree in computer information systems or related field with two or more years' experience in computer programming and/or systems analysis (preferred).
- Extensive knowledge of data processing, hardware platforms, and enterprise software applications
- Knowledge of principles and processes for providing customer service. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Demonstrated knowledge of database management tools and design experience.
- Experience in the use of software development tools to code and debug application software.
- Proficient in Microsoft Office products (i.e. Excel, Word, Access, Project, Outlook).
- Ability to determine software testing regimen and apply testing to new and existing software.
- Experience in the development and implementation of standards, procedures, guidelines and documentation to support operational processes.

- Must be able to determine how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- Ability to tell when something is wrong or likely to go wrong; recognizing that a problem exists and having ability to identify the source and resolution of the problem(s).
- Self-motivated with the ability to prioritize, meet deadlines, and manage changing priorities.
- Ability to work independently and/or ability to collaborate within a team environment
- Must be able to explain complex issues in a way that system users, management, and technical personnel will understand.
- Possess understanding of written sentences and paragraphs in work related documents.

**Physical Demands and Work Environment:**

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing duties of this job, the employee is regularly required to communicate with others in person and on the telephone. Employee required to hear and distinguish normal sounds with some background noise. Employee must view and create written and electronic documents. The employee frequently is required to use hands to finger, handle, or feel; reach with hands and arms; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move objects of light to moderate weight of up to 25 pounds.

While performing the duties of this job, the employee regularly works in an office setting. The noise level in the work environment is generally quiet and sometimes moderate.