



BOONE COUNTY JOB DESCRIPTION

JOB TITLE: <u>Supervisor, Systems Analysis</u>	NEW: <u>X</u>	REVISED: <u> </u> <small>(Please check one)</small>
REPORTS TO: <u>Director, Information Technology</u>	FLSA: <u>Exempt</u>	DATE: <u>10/11</u>
DEPARTMENT: <u>Information Technology</u>	JOB CODE: 202	

DEFINITIONS:

With limited supervision, provides technical support for technical, operational, and activities relating to acquisition, implementation, and use of computer hardware, software, network devices, and peripheral equipment for the County.

ESSENTIAL FUNCTIONS: *(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is **not** a comprehensive listing of all functions and tasks performed by incumbents of this class.)*

Monitors status of AS/400; checks status of subsystems, active jobs for error messages, current disk space utilization; reviews system log for unusual activity; evaluates data processing needs, system capabilities and advances in technology to prepare recommendations and plans .to meet future requirements.

Provides helpdesk problem resolution; resets revoked user profiles and passwords; starts inactive printers; ends inactive user terminal sessions; troubleshoots PC and printer hardware problems; answers questions from users; restores data files, resolves user-reported issues.

Provides technical advice and assistance; helps programmers identify and resolve program errors and test program changes; helps with software maintenance; helps technicians install and configure new hardware and remove old hardware from service. Researches hardware and software requirements; prepares hardware and software purchase recommendations. Provides back-up support for technicians; answers technical and system-related questions.

