UNIVERSITY OF SOUTHERN CALIFORNIA
Systems Analyst II
Job Code: 165823

Grade: TJ
OT Eligible: Yes
Comp Approval: 8/28/2008

JOBSUMMARY:
Formulates systems scope and objectives, analyzes and evaluates existing or proposed systems and devises or modifies procedures to solve problems using data processing. Provides a link between users of computing resources and the systems development staff. May work independently on project of medium to complex scope or may lead or supervise a group of analysts on medium to large, complex projects.

JOBAccountabilities:

*E/M/NA % TIME

Formulates/defines operating systems scope and requirements, devises or modifies systems to solve complex problems considering computer equipment capacity and limitations, operating time and form of desired results. Prepares logical process designs and data structures for new systems.

Works collaboratively with users and others to develop policies, procedures, workflows and practices that make effective use of systems’ existing capabilities. Oversees implementation and integration of upgrades and enhancements.

Trains or oversees training of systems users.

May lead activities of systems analysts for department projects. May instruct, direct, and review the work of junior level staff.

Conducts problem analysis, works with users and vendors to identify solutions to resolve errors and system failures. Recommends action for resolution. Provides analysis of data for routine and special reports. Liaisons with vendor to analyze requirements, develop and implement enhancements, and identify solutions.

Works with users to streamline business processes and workflows. Resolves conflicting demands of users.

Prepares user and system documentation. Develops user documentation of computer related operating systems and programs. Ensures accuracy and quality of product.

Troubleshoots and resolves server configuration problems.

Prepares detailed specifications from which moderately complex programs can be written.

Advises faculty and/or staff to identify most appropriate equipment and software to purchase based on needs and requirements.

Coordinates all activities of the project team to meet deadlines and budgets as needed.

Stays informed of new developments and technologies by reading journals and other pertinent publications, maintaining contact with vendors, and participating in professional organizations, meetings and seminars.
Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY:**

Essential:  
☐ No  
☐ Yes In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

Minimum Education:

- Bachelor’s degree
- Combined work experience and education as equivalent

Minimum Experience:

- 2 years

Minimum Field of Expertise:

- Understanding of and experience using current information technology tools, terms and concepts. Experience analyzing and documenting system requirements and providing services.

Preferred Education:

- Bachelor’s degree

Preferred Experience:

- 5 years

Preferred Field of Expertise:

- Professional knowledge of application areas, systems operations, development methodologies and tools, logic design, and multiple programming languages.

Skills: **Administrative:**

- Communicate with others to gather information
- Customer service
- Gather data
- Prioritize different projects
- Research information
- Understand and apply policies and procedures

Skills: **Other:**

- Analysis
- Assessment/evaluation
- Budget control
- Conceptualization and design
- Consulting
- Knowledge of applicable laws/policies/principles/etc.
Organization
Planning
Problem identification and resolution
Scheduling
Teaching/Training

Skilled in:

Business requirements tools and techniques
Enterprise/information architecture
Operating systems
Technical documentation
Troubleshooting

Skills: Machine/Equipment:

Computer network (department or school)
Computer network (university)
Computer peripheral equipment
Fax
Personal computer
Photocopier

Supervises: Level:

May lead student and/or temporary workers.

Comments:

Evening or weekend work may be necessary to meet deadlines or solve specific problems.

SIGNATURES:

Employee: ___________________________ Date: ___________________________

Supervisor: ___________________________ Date: ___________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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