



JOB DESCRIPTION

Title: **DATABASE/SYSTEM ANALYST**
Department: Information Technology
Class Code: 1824
FLSA Status: Exempt
Effective Date: April 15, 2018 (Rev. 09/2023)

GENERAL PURPOSE

Under general supervision from the Database Supervisor, performs complex professional work in database administration, systems analysis, and system administration. Reviews and analyzes SQL databases and administers software systems.

ESSENTIAL DUTIES

- Works at a high level of all technical phases of SQL databases and programming, assists with application development and related duties of a database analyst. Works within Windows and UNIX environments. Works with programming languages as necessary such as Python, ASP.NET, T-SQL, VB.NET.
- Installs, upgrades, and performs problem analysis for MS SQL servers. Defines and configures SQL database instances on servers and analyzes current models and procedures. Has knowledge of database queries, theory, views, and database design. Clearly defines problems and recommends solutions. Assists in the development of hardware and software specifications as related to SQL server systems. Designs backup processes for database servers and associated data.
- Designs and codes new programs to meet needs of end users. Maintains, updates, or enhances existing program code to keep software tools current and viable.
- Provides end to end technical support and problem resolution for SQL based servers which include the Tyler Munis system. Creates accounts for all users and assigns security levels. Launches support tickets with software vendors as well as follows up on open tickets until the issue has been resolved.
- Assists end users with troubleshooting software issues, identifies and provides new processes and/or changes to existing systems to meet their needs and objectives efficiently. Assists with application training and conducts in-service training sessions.
- Creates database management procedures. Researches, examines, evaluates and makes reports and recommendations on database issues. Prepares system documentation to instruct end users in the use of application systems.
- Works closely with Database Supervisor, peers, users, technical support personnel and technical personnel in other organizations. Attends seminars, classes and other technically oriented meetings, works with technical manuals to solve problems and remains current with new skills.

- Works directly with SQL based servers, personal computers, workstations, and all related peripheral devices. Works with hardware, software and communication protocols necessary to effect communication between various systems and devices.
- Performs problem solving activities on both software and hardware systems. Assists others in defining problems and effecting corrective action to restore desired operating levels.
- Trains users and other peers in use of appropriate application programs and systems.
- Duties, responsibilities, and activities may change as assigned.

MINIMUM QUALIFICATIONS

Education and Experience

- Graduation from college or university with a bachelor's degree in computer science or a related field and two (2) years of experience in SQL programming or systems design OR any equivalent combination of education and experience.
- MCSA SQL Server Certification (is a plus but not required.)

Necessary Knowledge, Skills and Abilities

- Proficiency in SQL databases and Microsoft Windows operating systems. Familiarity with UNIX platform.
- Must be proficient in SQL report writer software and use of Microsoft SQL Server Management Studio. Crystal Reports (is a plus but not required.)
- Familiarity with Tyler Munis application and Tyler TRS report generation tool is a plus but not required.
- Proficiency in system analysis and software implementation; knowledge of documentation requirements and skill in technical writing.
- Working knowledge of relational database management systems (RDBMS).
- Knowledge of PC networking and server technology.
- Ability to work with inter-departmental issues in a cooperative manner to be resolved in a timely manner.
- Ability to set own priorities and work with minimal supervision.
- Ability to communicate effectively both orally and in writing with both technical and non-technical people.
- Ability to perform system administrator duties.

TOOLS & EQUIPMENT USED

- Personal computer, SQL databases and Microsoft Windows operating systems.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to sit; talk or hear; use hands to manipulate, handle, feel objects, tools, or controls; and reach with hands and arms. The employee is regularly required to walk.
- The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

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

- Work is performed primarily in an office setting. The noise level in the work environment is usually quiet.

DEPT/DIVISION APPROVED BY: _____ DATE: _____

EMPLOYEE'S SIGNATURE: _____ DATE: _____

H. R. DEPT. APPROVED BY: _____ DATE: _____