

**ROWAN COUNTY  
HUMAN RESOURCES**

**JOB DESCRIPTION**

**Job Title** : Systems Analyst II  
**Department:** Information Technology  
**Revised** : April 2021

**Class** : Professional  
**FLSA** : Exempt

*This job description supersedes any prior description for the Systems Analyst II classification.*

**GENERAL DESCRIPTION**

Responsible advanced technical work regarding systems operations throughout the County. Performs these duties under the supervision of the Infrastructure Manager to ensure the continuity of operation in the County's back office computing environment. Performs second level support on advanced technical issues involving the end user computing environment. Supervision is received from the Infrastructure Manager who reviews work through observation of work performed and periodic conferences.

**ESSENTIAL JOB FUNCTIONS** (Any one position may not include all of the duties listed, nor do the listed examples include all tasks which may be found in positions of this class.)

Maintains server software and updates for both the operating systems and back office applications.

Maintains Microsoft Active Directory and Active Directory Federation Services.

Patches and updates server environment.

Assists Systems Administrator with backup systems and ensures system integrity for all of the servers throughout the County.

Works with server, data center, and rack infrastructure involving cable management, power requirements, rack allocation, and server mounting for the County's server rooms and wiring closets.

Works with vendors on support and implementation involving hardware and applications to resolve problems and performs upgrades for new or existing systems.

Maintains countywide network printing which includes configuring printers and copiers for network connectivity, which enables users to print, scan, and fax.

Trains and documents implemented solutions so Information Technology staff can install and troubleshoot new or existing hardware and software.

Monitors server performance and works with the Systems Administrator to perform corrective actions as needed.

**OTHER JOB FUNCTIONS**

Performs related duties as required.

*Management reserves the right to add or amend duties at any time.*

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### **KNOWLEDGE, SKILLS, AND ABILITIES**

Considerable knowledge of the principles, practices, hardware, software and equipment related to local government computer operations and in obtaining maximum utilization of computing equipment.

Considerable knowledge of the capabilities and limitations of computers and related peripheral equipment.

Considerable knowledge of switches, rack infrastructure, connectivity, cable management, and power requirements for computing equipment and peripherals.

Knowledge of current hardware and software technologies available and the repair and maintenance of computers and computer-related equipment with experience in directory and other authentication services, enterprise messaging services and applications, backup and recovery solutions, enterprise storage and architecture, and security and patch management.

Ability to analyze information, troubleshoot, and solve problems related to server and data center operations.

Ability to write clear and concise instructions.

Ability to communicate effectively both orally and in writing.

Ability to establish and maintain effective working relationships with officials, department directors, department liaisons, vendors, and fellow employees.

### **PHYSICAL REQUIREMENTS**

The work in this class is primarily sedentary in nature. Physical requirements include sitting for extended periods of time, walking, bending, stooping, and lifting approximately 35 lbs. or less. Work may include extended periods of time viewing a computer video monitor or operating a keyboard. Work may include operation of a motor vehicle. Employee is not substantially exposed to adverse environmental conditions or hazardous materials.

### **EXPOSURE CONTROL**

Work activity does not entail predictable or unpredictable exposure to blood or body fluids.

### **MINIMUM EXPERIENCE AND TRAINING**

A Bachelor's Degree from an accredited college or university in Computer Technology, Computer Science or related field and two years of server hardware, software, equipment installation and maintenance experience; or an Associate's Degree from an accredited college or university in Computer Technology, Computer Science, or related field and four years of related experience; or an equivalent combination of education and experience. A valid driver's license is required. A full criminal background check is required due to the nature of the systems supported in this role.

**This job description does not create an employment contract,  
implied or otherwise.**