



JOB DESCRIPTION

Position Title:	Computer Systems Analyst - Database		
Department:	Information Technology		
Reports To:	Sr. Information Technology/Systems Manager		
FLSA Status:	Non-Exempt		
Pay Grade:	15	Union:	Represented
Creation Date:	8/14/2008	Revision Date:	8/5/2014

SUMMARY

Under the direction of the Senior Information Technician/Systems Manager, the Computer Systems Analyst – Database will have the primary day-to-day responsibility to manage, design, and control the Housing Authority (“Agency”) wide data base systems, administer associated databases, extract and analyze data, create reports for statistical reporting purposes, ensure data is utilized to create data-driven strategic plan, and ensure all mandated reporting is completed and submitted in a timely manner. Work with preexisting software systems and HUD reporting systems, and may build new databases to better organize data. Responsible for management of the Agency-wide database structure, including review and approval of applications and systems programming designs, to ensure correct implementation, and protect the integrity, security, and performance of the data base.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.*

- Responsible to for the creating custom and ad-hoc database reports based on requests made by staff, and write database queries to extract and/or display system data, and train staff on use of software.
- Install, configure and maintain database system hardware/software, including back-ups and evaluate computer equipment and software needs and make recommendations for the purchase of hardware/software equipment upgrades.
- Design, implement and evaluate recommendations for improved methods; install and test new software releases in a test environment and determine the impact of installations on existing application software.
- Receive, troubleshoot, diagnose, document and resolve a variety of issues generated through the IT Unit's Helpdesk system via phone, email or in person, and determine effective solution, repair or replacement from personal knowledge or outside sources as necessary.
- May assist with the use and development of Agency required forms, and consult with users on revisions to and creation of new forms, and develop and/or modify forms and scripts for report file generation. Monitor reports generated by database programs for accuracy and correctness; troubleshoot error messages, printing issues and related problems.
- Manage database user account creation and deletion. Verify and modify user security access rights as needed.

- Manage and verify automated nightly database maintenance processes and report or take corrective action as needed.
- Develop database administration procedures and documentation; recommend database policies; monitor and report to management any deviation from procedures or policies; present data and statistical information at meetings.
- Lead evaluation and implementation projects; identify and define system resources and software support, develop project plans and budgets.
- Organize, prioritize and monitor status of work in progress and inspect completed work to ensure quality service is provided to the end user.
- Ensure accountability and compliance to applicable goals and objective, rules, laws, regulations, standards, policies and procedures, and initiate any actions necessary to correct deviations.

BEHAVIORAL COMPETENCIES: *To perform the job successfully, an individual should demonstrate the following competencies:*

Commitment: Set high standards of performance; pursue aggressive goals and work hard/smart to achieve them; strive for results and success; convey a sense of urgency and bring issues to closure; and persist despite obstacles and opposition.

Customer Service: Meet/exceed the expectations and requirements of internal and external customers; identify, understand, monitor and measure the needs of both internal and external customers; talk and act with customers in mind; and recognize working colleagues as customers.

Effective Communication: Ensure important information is passed to those who need to know; convey necessary information clearly and effectively orally or in writing; demonstrate attention to details, and convey understanding of the comments and questions of others; and listen effectively.

Responsiveness and Accountability: Demonstrate a high level of conscientiousness; hold oneself personally responsible for one's own work; and do the required fair share of work.

QUALIFICATIONS: *To perform this job successfully, an individual must be able to perform each competency satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the job competencies.*

Job Competencies

- Strong skills to multi-task and work efficiently in a fast-paced I.T. Helpdesk environment that supports multi-locations.
- Strong knowledge of computer systems programming analysis and design; systems design, techniques of programming and coding and program languages, and utilities and command language.
- Strong Knowledge of database design, implementation, maintenance, integration techniques, troubleshooting, and recovery procedures.
- Database and data dictionary concepts, data base file structures, and operating system interfaces.
- Data modeling and flow analysis, extraction and access methods, storage allocation and security requirements.
- Hardware architecture, programming languages and software products used by the Agency's network server system (i.e. Microsoft IIS, Active Directory, SMTP, DNS, PocketPC's, Smartphones and tablets, etc).
- Exposure to Accounting principles, statistical methods, logic and business administration.
- Plan, direct, and supervise technical projects related to the administration of Agency-wide database systems.
- Provide assistance to other employees or departments as needed.
- Performs other related duties as required.

Education and/or Experience

Bachelor's Degree in Computer Science, Information Systems Analysis or related field; and a minimum of four (4) years experience and sufficient formal and/or informal training in database design, analysis, management and integration on the Web, ad-hoc report writing, and providing technical support to end-users is required

Experience required in the following:

- **Operating systems:** Microsoft Windows 20xx Server, Windows 7
- **Networking:** Microsoft Active Directory, Microsoft IIS, TCP/IP, DHCP
- **Software:** Microsoft SQL Server Management Studio 2008, Microsoft SharePoint 2010, Microsoft Office 2007 Professional Plus, Visio

Experience preferred in the following:

- Software: Emphasys Elite, Yardi Voyager 6, Microsoft SharePoint 2013, Office 365, Project.

Language Skills

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. The ability to write reports, business correspondence and procedure manuals; effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills

- Requires the ability to coordinate, manage and/or correlate data.
- May assist with the preparation and administration of the Unit's.

Reasoning Ability

- Maintain confidentiality.
- Think critically, analyze issues and make rational recommendations. Plan, problem solve, monitor and coordinate activities and ensure compliance with established goals.
- Read and interpret technical manuals/publications.
- Make sound judgments within established guidelines.

Computer Skills

To perform this job successfully, an individual should have strong computer skills (Microsoft Office, Outlook and Internet), and must be able to learn other computer programs as required.

- Perform hardware/software installation, testing and maintenance.
- Knowledge of computer hardware and peripherals, software, networking systems, laptops, printer, monitors, digital cameras, scanners, mobile smart phones and tablet devices, including access to domain and email services, and provide training and support to end users.
- Technical experience with systems networking, databases, Web development and user support.
- May design or assist workers in designing complex data reports using standard reporting software connected to databases, spreadsheets or other data sources.
- Manage and control the Agency-wide database structure; to maintain database integrity, accuracy, security, and performance efficiency;
- Analyze software systems and highly complex data and procedures and develop logical solutions to problems;
- Install, test, and evaluate software packages (new implementations, patches, upgrades, enhancements).
- Prepare and present comprehensive and clear reports and recommendations
- Communicate effectively both orally and in writing, and work effectively with data processing staff and vendors;

Certificates, Licenses, Registrations

Must have possession of or the ability to immediately obtain and retain a valid California Driver License and a driving record acceptable to the Agency.

MCSA:SQL Server 2008 certification or newer is desirable.

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 maintain a stationary position, operate computers and other office equipment, move about the office, attend onsite and offsite meetings, and communicate. The employee must be able to accurately exchange information in person, in writing and via e-mail and telephone.

Physical Ability

Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light to moderate weight (5-25 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements

Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors

Performance of essential functions may require exposure to adverse environmental conditions, such as bright/dim light or repetitive wrist motion.

This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts or working conditions associated with this job. While this job description is intended to be an accurate reflection of the current job management reserves the right to revise the job or to require that other or different tasks are performed when circumstances change. This job description replaces all previous descriptions for this position.



The Housing Agency of the County of Santa Clara (HACSC) is an Equal Opportunity Employer and does not discriminate based on religious affiliation, marital status, physical or mental disability, national origin, citizenship, age, race, color, creed, gender, gender identity, sexual orientation, genetic makeup, political or union affiliation, status as a Vietnam-era, disabled or other veteran, or any other basis protected by federal, state or local law. In compliance with the Americans with Disabilities Act, the Agency will provide reasonable accommodations to qualified individuals with disabilities. If you need an accommodation to complete the application process please contact the Agency's Human Resources Unit by either visiting the Agency at 505 West Julian Street, San Jose, California, 95110, or calling (408) 993-2934.

