

## Job Description – System Support Analyst

### Description

The Systems Support Analyst will be responsible for supporting customers in the efficient use of information systems across the College and the production of core and ad-hoc information and reporting requirements.

As part of the role they will be responsible for implementing data dashboards to all levels of the organisation.

### Responsibilities

- Design and deploy data table structures, forms, reports, and queries.
- Conduct research and make recommendations on database products, services, protocols, and standards in support of procurement and development efforts.
- Applying third party upgrades to existing databases.
- Coordinate and work with other technical staff to develop relational databases and secondary databases (i.e. Access).
- Identify inefficiencies in current databases and investigate solutions.
- Diagnose and resolve database access and performance issues.
- Plan and coordinate data migrations between systems.
- Develop, implement, and maintain change control and testing processes for modifications to databases.
- Development and maintenance of the database stored procedures, views and functions for hosted web applications.
- Ensure all database systems meet business and performance requirements.
- Produce ad-hoc queries and develop reports to support business needs.
- Creation and maintenance of technical documentation
- Development and maintenance of Data Warehouse
- Implementation of data dashboards to display data in differing formats
- Liaise with staff, gathering user requirements to improve the value of the systems

### Position Requirements

#### Education

IT related qualification at level 3 or higher (University degree preferable) in the field of computer science, information systems, or computer engineering.

## Knowledge & Experience

- Working technical experience with developing, installing, configuring and supporting database environments.
- Experience of complex query design, stored procedures, views and functions
- Understanding of the full development life cycle, development methodologies and version control
- Minimum 1 years' experience with SQL Server 2005 or 2008
- Strong understanding of relational database structures, theories, principles, and practices.
- Strong understanding of the organisation's goals and objectives.
- Good knowledge of applicable data privacy practices and laws.
- Hands-on database tuning and troubleshooting experience.
- Experience with Microsoft Reporting Services.
- Understanding of Windows operating systems.
- Strong understanding of web technologies

## Personal Attributes

- Exceptional analytical, conceptual, and problem-solving abilities.
- Strong written and oral communication skills.
- Ability to conduct research into database issues, standards, and products.
- Ability to present ideas in user-friendly language.
- Able to prioritize and execute tasks in a high-pressure environment.
- Experience working in a team-oriented, collaborative environment.
- Good interpersonal skills
- Self-motivated
- Flexible approach to work
- Commitment to provide a high quality service