

TRENTON BOARD OF EDUCATION

JOB DESCRIPTION

**INFORMATION TECHNOLOGY ANALYST**

**QUALIFICATIONS:**

1. Bachelor's degree from an accredited college or university with major course work in Computer Science, Management Information Systems, or a closely related field, required.
2. Any of the following certifications are desirable: Certifications obtained through the Microsoft Certified Professional Program, CISCO certification program, or any other independent information technology certification.
3. Three (3) years of increasing responsibility in a large wide area networking environment, required.
4. Experience managing multiple technical projects, required.
5. Demonstrated competency in systems documentation.

**REPORTS TO:**

Coordinator of Network Administration

**JOB GOAL**

The Information Technology Analyst is responsible for all communications systems administration for the District, including but not limited to school messenger, email, telephones, and cellular phones. This includes implementation, configuration, coordination, control, maintenance, troubleshooting, security, usage monitoring, and the development of specialized system procedures within the District.

**SUPERVISES:** N/A

**Knowledge and Skills required:**

1. Windows Operating Environments
2. Microsoft Active Directory
3. OS Fundamentals
4. TCP/IP Configuration
5. Hardware/Software Installation and Troubleshooting
6. Preventive System maintenance and support
7. Network protocols and standards
8. Understanding of development, networking, security, and business concepts
9. CISCO or AVAYA IOS

**PERFORMANCE RESPONSIBILITIES:**

1. Accountability- Expected to bring projects to conclusion, including development of operating procedures, instruction, and training, and required documentation. Work is performed and technical decisions made with some latitude for independent judgment.
2. Communication-Clearly and effectively expresses ideas and thoughts (orally and in writing); listens actively.
3. Customer Focus & Public Relations-Builds positive internal and external customer relationships; is committed to customer satisfaction; assumes responsibility for solving customer problem and ensures commitments to customers are met.
4. Diagnose software and hardware problems.
5. Set up users, policies, and groups.
6. Perform post installation configuration.
7. Install, configure, upgrade and troubleshoot vendor neutral systems including email and phone.
8. Implement and maintain HIPAA requirements.
9. Keep current with new information technology protocols, applicable laws and regulations.
10. Perform other duties as assigned.

**TERM OF****EMPLOYMENT:**

Twelve (12) months

**BARGAINING UNIT:**

Business and Technical

**SALARY:**

In accordance with the Business and Technical

**STATUS:**Hourly \_\_\_\_\_  
Exempt \_\_\_\_\_Salaried   X  \_\_\_\_\_  
Non-Exempt   X  \_\_\_\_\_**EVALUATION:**

Performance of this position will be evaluated in annually in accordance with provisions of the Board's policies and procedures for employees in the Business and Technical Bargaining Unit.

**Board Approved**  
**8/26/2013**

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Board Approved  
October 26, 2015