



GADSDEN STATE COMMUNITY COLLEGE JOB DESCRIPTION

Wallace Drive Campus

Created on: 7/28/2025
Revised on: 7/28/2025

Job Title	Salary Schedule	Grade	Job No.
Senior Systems Analyst	C3		
Reports To	FLSA Status	Grant Funded	Tenure Track
Director of Information Technology Services	Exempt	No	Yes

JOB SUMMARY: The Senior Systems Analyst is responsible for providing reports and other functional support to departments utilizing Banner, Argos, and other information systems. Provides support in Windows and Linux environments for systems running various college websites and databases.

QUALIFICATIONS:

- ◆ Two (2) years or equivalent of postsecondary education with a minimum of 18 semester hours in computer science, electronics or related area from an approved U.S. Department of Education accredited institution **required**
- ◆ Six (6) years of experience in a related position to include technical support **required**

DESIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- ◆ Extensive experience with Enterprise Resource Planning (ERP) Systems (Banner preferred).
- ◆ Extensive experience with SQL and PL/SQL.
- ◆ Experience with reporting tool(s) (Argos preferred).
- ◆ Experience with electronic form design (Dynamic Forms preferred).
- ◆ Extensive experience in Windows/Linux operating systems.
- ◆ Knowledge of database and application servers.

DUTIES:

- ◆ Develops SQL queries, PL/SQL program units and the integration of such structures with existing stored RDBMS packages, procedures and functions
- ◆ Provides college wide support for reporting and maintenance of student, financial aid, human resources, financial and prospective student data within the existing stored RDBMS and other supporting systems
- ◆ Determines the best method for implementing requested changes to existing computing systems by analyzing the requested function in terms of their effects on current programs/systems
- ◆ Serve as the liaison to the Alabama Community College System (ACCS) for the Banner Enterprise Resource Planning (ERP) System and other associated systems for reporting
- ◆ Researches, plans, installs, configures, troubleshoots, maintains and upgrades software interfaces with the operating system. Analyzes and evaluates present or proposed business procedures or problems to define data processing needs
- ◆ Provides for the maintainability of computer programs by creating program documentation and run instructions

- ◆ Researches and recommends software development, purchase, and use
- ◆ Resolves programming problems by conducting a thorough analysis of the problems and employing appropriate debugging techniques and aids to resolve the problems
- ◆ Promotes the uniformity of the programming effort by contributing to and adhering to the department's standard and guidelines
- ◆ Maintains competency and professional currency through self-directed professional reading, developing professional contacts with colleagues, attending professional development courses, and attending training and/or courses required by the Chief Information Officer
- ◆ Works as a team member with other technical staff, such as networking and system administrator to ensure connectivity and compatibility between systems
- ◆ Keeps track of projects/tasks, using ticketing system, and writing documentation
- ◆ Remains current with use of emerging technologies, as well as becomes a competent user of present institutional hardware and software
- ◆ Available for occasional evening and weekend technical computer support
- ◆ Provides maintenance and support for college databases
- ◆ Provides troubleshooting and support for the Banner Document Management System
- ◆ Maintains Windows and Linux servers for internal websites
- ◆ Provides maintenance and troubleshooting for the college portal
- ◆ Determines security group membership for Banner users
- ◆ Assists with institutional reporting, including maintaining a working knowledge of the college's data structure and an understanding of SQL
- ◆ Complies with all policies of the Alabama Community College System, and the College

Note: The intent of this description is to provide a representative summary of the essential functions that will be required of positions given this title and should not be construed as a declaration of specific duties and responsibilities of any particular position. Employees will be assigned specific job-related duties through their hiring departments. Specific job-related duties assigned by hiring departments shall be consistent with the representative essential functions listed above and shall not be construed as expanding a particular position's role, scope, FLSA status, or grade.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described below represent those that an employee may encounter and must meet to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform these essential functions.

Physical Demands:

- ◆ **Mobility:** Primarily sedentary work with frequent standing, walking, bending, and reaching when installing or troubleshooting hardware and systems
- ◆ **Manual Dexterity:** Regular use of standard office and technical equipment, including computers, tools, servers, and peripherals
- ◆ **Lifting:** Ability to lift and carry equipment and materials weighing up to 50 pounds
- ◆ **Communication:** Clear and effective verbal and written communication skills are essential when assisting users and documenting technical processes

Work Environment:

- ◆ **Setting:** The position is based in a typical office or lab environment within an educational institution, with occasional work in server rooms or campus facilities

- ◆ Travel: Occasional travel between campus locations may be required to provide technical support
- ◆ Schedule: Standard work hours are expected; however, flexibility is necessary to accommodate system updates, emergencies, or after-hours support needs
- ◆ Interaction: Regular collaboration with faculty, staff, IT personnel, and vendors to support and maintain system operations and user needs

Reviewed by: HR Manager

Employee Name:

Employee Signature

Date