

Job Description

Position Title: Analyst 2, EdTech Systems Integration

Job Family: Information Technology

Job Level: Professional - Intermediate

FLSA Status: Exempt

Salary Grade: 06

Position Summary:

The EdTech Systems Integration Analyst 2 serves as a technical lead for academic technology requests and other college-wide educational technology projects and initiatives. The EdTech Systems Integration Analyst 2 provides technical review of requested academic technologies to be used in classrooms and with students. The EdTech Systems Integration Analyst 2 supports advanced AV systems and may be called upon to lead basic AV projects.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Serves as technical lead for academic technology requests and other college-wide educational technology projects and initiatives.
2. Engages with various stakeholders (faculty, campus and academic leadership, facilities, etc.) to define and document technology needs.
3. Delivers excellent customer service by responding promptly and effectively to inquiries and support requests from stakeholders.
4. Researches technical requirements for requested technologies/equipment for integration into the Pima network and prepares documentation of the reviewed technology.
5. Acts as liaison between the requester and other technical units.
6. Communicates clearly and professionally with stakeholders to foster a collaborative work environment.
7. Contributes to projects related to academic technology.
8. Supports advanced AV systems and leads basic AV projects as needed.
9. Provides technical support and troubleshoots hardware, software, and AV systems.
10. Explores and tests new, emerging, and innovative technologies for classroom use.
11. Writes clear, concise, and accurate technical documentation for systems, procedures, and end-user support.
12. Reviews and analyzes technical manuals and documentation to implement relevant information into college systems and practices.
13. Builds strong working relationships across departments through effective interpersonal communication and a proactive service-oriented approach.

14. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of applicable computer programming languages relative to the assignment
2. Knowledge of computer and network operating systems
3. Knowledge of project management principles, processes, and techniques
4. Skill in organization, coordination and management
5. Skill in effective communication (both written and oral)
6. Skill in problem solving
7. Skill in installation, repair, and maintenance of network and/or computer hardware, software, and peripherals
8. Ability to adapt to a rapidly changing technical environment
9. Ability to apply analytical and critical thinking skills with the ability draw conclusions and prepare accurate reports of results
10. Ability to work with independently as well as in a team environment
11. Ability to develop and maintain effective and positive working relationships

Supervision:

- Not responsible for supervising the work of others.

Independence of Action:

- Results are defined and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- **Institutional Infrastructure:** Allows participation in the development of foundational aspects of the College, including the establishment of a strategic plan, financial and facilities management, accreditation, and technology planning.
- **Information and Analytics:** Allows ability to be a data leader. Provides a holistic representation of College's performance as well as data trends or issues.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Vocational or training in Computer Science, information Technology, or a closely related field of study required.
- Bachelor's degree in Business Systems and Analysis, Computer Information Systems, or a closely related field of study preferred.
- One (1) to three (3) years of related technical experience required.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to position or transport light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- On-call rotation duties
- Some evening or weekend work hours
- Pre-employment Background Check Required