IT Ops Systems Analyst
Tufts University

Job Title	IT Ops Systems Analyst
Department	Tufts Technology Services
Institution	Tufts University
	Medford, Massachusetts
Date Posted	Jul. 8, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Information Technology
Job Website	https://jobs.tufts.edu/jobs/20645?lang=en-us&iis=Job+Board&iisn=AcademicKeys
Apply By Email	
Job Description	

Overview

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Tufts Technology Services (TTS) is a university-wide service organization committed to delivering adaptable, results driven technology solutions in support of Tufts' mission of teaching, learning, research, innovation, and sustainability. With staff working remotely, hybrid and on campus across Tufts University, as well as a 24x7 IT Service Desk, we collaborate with schools and divisions to meet the demands of a global, mobile, and diverse community. We promote a collaborative, forward-thinking, flexible work environment, embrace diversity and inclusion, and encourage personal and professional development.

Fostering a culture of organizational citizenship and making others successful, demonstrating integrity, ethical conduct and optimism, active contribution and continuous learning enables staff to serve the goals and values of the University and creates a fulfilling and positive work experience for all.

What You'll Do

The Systems Analyst is responsible for the configuration, integration, implementation, planning, training, and support of the information systems installed across the Operations Division. This position works collaboratively with the Director of Operations Technology, TTS team members, vendors, as well as operations staff to enhance the effectiveness of the systems used throughout the Division of Operations. Other responsibilities include working with TTS Security & Privacy, Compliance, Finance and Operations and Procurement departments to ensure that functions are updated, supported, and working correctly within Operations systems. The position requires a forward-thinking seasoned analyst with a desire to improve end user experience, process improvement, collaboration efforts, increase efficiency, and enhance reporting and data accessibility.

Technical Support and Training:

- Provide technical support to end-users, troubleshoot issues, and offer solutions.
- Provide system production support including the analysis, prioritization and implementation of requested system changes, analysis of new functionality, coordination of software release updates, system testing and interface enhancements.
- Develop and execute test plans and perform other software quality assurance tasks.
- Develop and deliver training programs to educate staff on system usage.
- Determine the cause of problems and make needed changes.

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- Work with technical staff to ensure improvements in technology meet best practices and TTS standards while meeting the business needs of the customer.
- Manage and administer applications to ensure appropriate use and the integrity of the system is continued
- Identify problems and issues as they arise and discuss methods to confirm resolution and change course as directed.
- Participate in the development of workflows, system configurations, change documentation and training staff on applications.
- Manage user permissions and access for systems

Daily Operations:

- Ensure staff have a high degree of customer satisfaction and ensure the highest level of system availability by continually monitoring system health.
- Work with third party vendors to escalate and troubleshoot issues.
- Provide front line client support for systems.
- Evaluate issues and assign appropriately in ticketing system.
- Review and confirm daily processes ran to completion and perform quality checks to ensure accuracy.
- Create and run reports for data requests.
- Complete end user access requests.

Project Management:

- Manage small projects related to system improvements and implementations.
- Advise and communicate on project plans, budgets, and timelines.

Other Duties as Assigned

What We're Looking For

Basic Requirements:

- Knowledge and experience typically acquired by a Bachelor's Degree and five years working in an information technology support role or technical setting
- Highly experienced with application administration and support

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- Experience with managing hardware and IoT devices.
- Experience managing small projects including vendor coordination.
- Excellent communication and collaboration skills.
- Ability to effectively manage time and prioritize workload.
- Ability to build working relationships with colleagues and customers, and capable of establishing and maintaining relationships with peers.
- Ability to work efficiently to ensure timely resolutions to customer requests.
- Ability to work independently, under pressure in a busy, fast-paced environment and able to follow defined processes in order to complete tasks on time.
- Demonstrated attention to detail and excellent analytical skills.
- Problem-solving abilities and a proactive approach to system issues.
- Knowledge of compliance and security regulations.
- Must be goal-oriented and timeline driven, possess expert organizational skills and enjoy working with people.

Preferred Qualifications:

- Master's degree in Business Administration, Engineering, Computer Science, Informatics or related field
- Familiarity with TCP/IP networking concepts
- Familiarity with database technologies such as SQL, Oracle, MySQL, etc.
- Experience with report building tools such as PowerBI, Tableau, etc.
- Strong understanding of application set up and device management including but not limited to building management systems, physical security technology or dining and food management systems or equivalent.
- Experience with supporting building automation systems, central energy plant and facilities systems and related technology such as Honeywell, Sneider, Johnson Controls, Maximo, AIM
- Experience with supporting food inventory, food management and POS systems such as FoodPro, Jamix, Transact, Atrium, etc.
- Experience with supporting public safety systems including case management, security alarms, door access, security cameras such as IMC, Bosch, Sneider or Honeywell technology, Genetec, DSX, Lenel, etc.
- Demonstrated ability to identify ways to learn the environment to contribute to decision making.

Pay Range

Minimum $94,600.00, Midpoint $118,250.00, Maximum $141,900.00

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Salary is based on related experience, expertise, and internal equity; generally, new hires can expect pay between the minimum and midpoint of the range.

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

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