



**DIVISION:** Corporate Services  
**TITLE:** Systems Support Analyst  
**LOCATION:** Folsom, CA  
**DEPARTMENT:** Operations Information Technology

**PRIMARY PURPOSE:**

Under the direction of the Manager of Critical Systems, the Systems Support Analyst is responsible for supporting and improving critical system availability, performance, reliability, and security. This position focuses on Information Technology Infrastructure Library (ITIL) Service Support practices, performing Incident and Problem Management as well as roles in Change, Release, Availability, Capacity, Disaster Recovery, and Service Level Management. The Systems Support Analyst collaborates with IT constituents to develop and implement effective system management strategies and monitoring solutions as well as executing system maintenance plans to ensure the necessary operational system qualities.

**ESSENTIAL JOB FUNCTIONS:**

- Provides response and resolution to critical system outages and incidents; Provides 24x7 on-call technical support as required; develops and communicates error control procedure to the support team
- Performs root cause analysis on identified problems and works with IT constituents and management to ensure technology and process problems are resolved for the short and long-term
- Ensures that system changes are production-ready, promotes changes into production, and performs production verification of change success
- Develops, executes, and tracks execution of maintenance and improvement plans in collaboration with IT counterparts and business partners including system management and monitoring strategies
- Develops and maintains support documentation for assigned systems
- Attends business meetings, and collaborates with ISO colleagues to develop and implement "best practices" policies and procedures to create a flexible and efficient organization
- Adheres to and supports the Core Values of the ISO
- Performs related duties and activities as appropriate

**TYPICAL PHYSICAL REQUIREMENTS:**

Most of the time is spent sitting in a comfortable position and there is frequent opportunity to move about. Occasionally there may be a requirement to stoop or lift or handle material or equipment weighing up to 25 pounds. Requires normal manual dexterity and eye-hand coordination, and corrected vision and hearing to normal range. Must be able to provide 24x7 on-call technical support as required.

**WORKING CONDITIONS:**

Typically located in a comfortable indoor area. There may be occasional exposure to mild physical discomfort from factors such as dust, fumes or odors, loud noise, or bright lights. Most of the time is spent in general office or equivalent conditions which result in little or no exposure to injury or accident.

**MINIMUM QUALIFICATIONS:**

- **Level of Education**  
A Bachelor's degree (BA, BS) or equivalent education, training and experience
- **Discipline**  
Computer Science, MIS, Engineering or related field
- **Amount of Experience**  
Three or more years related experience.
- **Type of Experience**  
Information technology, including computer and software systems engineering, development and support and the software system and integration development lifecycle required. Experience with relational databases and SQL required. Experience in customer relationship management is also required. Experience with utility industry operations support systems desirable; basic knowledge of CAISO market systems and FERC standard market design desirable.

Experience and/or training in the following areas is desirable:

Web Service (SOAP, WSDL, XML, XSD, UDDI)

JBoss Application server

J2EE (EJBs, Servlets, JMS, etc)

SONIC

Object Oriented design and UML

UNIX Systems Administration and shell programming

Java and Delphi based application development

N-tier architecture application systems using object-oriented technologies

Mercury Quality center tools

Power and energy related applications

- **Special Certifications of Technical Skills**

Certifications in any of the areas listed above are desirable.

- **Other**

Must be able to work effectively in a team environment as facilitator and team member; Excellent communication, analytical and troubleshooting skills required; Must be able to effectively document and convey technical information to non-technical audiences

**SALARY CLASSIFICATION:**

- FLSA: Non exempt
- Last Date Revised: 6/10/2008