

Job Description - Integration Analyst

Title

Integration Analyst

Description

The Integration Analyst's role is to plan, coordinate, and supervise all activities related to the integration of software programs and applications into organizational information systems. This individual is responsible for planning and coordinating the processes required for the provision of user applications and systems necessary for organizational operations. The Integration Analyst will also operate and tune Linux, Mac OS X and Windows systems, servers and other system integration components to ensure high levels of availability and security of the core organizational applications.

Responsibilities

Strategy & Planning

- Plan, execute, and manage the integration of new applications into existing network infrastructure, systems and software throughout the enterprise.
- Participate in and support capacity planning and the development of long-term strategic goals for systems and software in conjunction with end-users and department managers.
- Where applicable, investigate and qualify potential areas in which to introduce Web services.
- Promote the use of Open Source Software for areas that show it to be the best alternative.
- Collaborate with technology team members, end users, and other stakeholders in the testing of new software programs and applications.
- Ensure that any new software integration into the organization systems meets functional requirements, system compliance, and other specifications.
- Review, analyze, and report on the effectiveness and efficiency of existing systems and develop testing strategies for improving or leveraging these systems.

Acquisition & Deployment

- Research and make recommendations client/server hardware, software, and protocols as well as integration products and services in support of procurement and development efforts.
- Install and configure Linux, Mac OS X, and Windows systems and software.
- Evaluate, install, configure, and deploy new applications, systems software, products, and/or enhancements to existing network infrastructure and applications throughout the enterprise.
- Analyze documentation and technical specifications of any new application under deployment or consideration to determine its intended functionality.

Operational Management

- Field incoming problem tickets and help desk calls from end users to resolve application and software issues within servers, databases, and other mission-critical systems.
- Work diligently to enhance or improve business processes via integration, or as necessary, minimize the impact of integration on those processes.
- Evaluate results of integration projects, then report and make recommendations based on findings.
- Implement policies, procedures, and technologies (including firewalls) to ensure system security through secure system access, monitoring, control, and routine security evaluations.
- Gauge the effectiveness and efficiency of existing systems; develop and implement strategies for improving or further leveraging of these systems.
- Define and implement strategies for integrating disparate operating system environments.
- Coordinate and perform in-depth tests, including end-user reviews, for modified and new systems.
- Communicate application problems and issues to key stakeholders, including management, and end users.
- Monitor, test, and tune system performance; preserve and provide system log files as needed.
- Compile and maintain inventory of organizational software and system assets.
- Prepare and deploy images and packages for software and operating system delivery.
- Perform related duties consistent with the scope and intent of the position.

Position Requirements

Formal Education & Certification

- High School diploma or equivalent, and/or 3 years work experience in related field required.
- Bachelors degree in computer science or appropriate related field preferred.

Knowledge & Experience

- Experience installing, configuring, and maintaining Linux, Mac OS X, and Windows systems and software.
- Hands-on hardware and software troubleshooting experience.
- Good technical knowledge of current network hardware and standards.
- Familiarity with TCP/IP protocols, firewall management, and database administration.
- Working technical experience with relational database servers.
- Strong knowledge of system testing and software quality assurance best practices and methodologies.
- Direct, hands-on experience with automated software management tools.
- Strong understanding of the organization's goals and objectives.

Personal Attributes

- Strong customer service orientation.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.

- Good written, oral, and interpersonal communication skills.
- Ability to conduct research into software issues and products as required.
- Ability to present ideas in business-friendly and user-friendly language.
- Highly self motivated and directed.
- Keen attention to detail.
- Team-oriented and skilled in working within a collaborative environment.

Work Conditions

- Occasional evening and weekend work to meet deadlines.
- Sitting for extended periods of time.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and other computer components.
- Lifting and transporting of moderately heavy objects, such as computers and peripherals.
- Some in-district travel may be required for the purpose of on-site software and applications testing.

Affiliation

- Wash Tech/CWA

Reporting Relationship

This position reports to the Technical Support Supervisor