Augusta Water Job Description

JOB TITLE: Systems Analyst I/II
DEPARTMENT: IT
REPORTS TO: Director of IT
FLSA STATUS: Non-Exempt
CATEGORY: Non-Essential
REVISION DATE: October 2026

SUMMARY OF RESPONSIBILITIES

The Systems Analyst participates in information services program development and management in coordination with department directors and supervisors; prepares and maintains systems, records, and files.

ESSENTIAL JOB FUNCTIONS

The essential functions listed below are fundamental to the position. Employees must be able to perform these functions with or without reasonable accommodation.

- Package software applications for network deployment.
- Test and deploy software updates/patches utilizing automated tools.
- Deploy end user hardware including system imaging, application installation, and on-site setup.
- Maintain hardware and update firmware on various systems as needed.
- Provide support for multiple servers, computers, and devices, ensuring efficient integration of components with existing, network, and communications systems.
- Oversee setup and deployment of mobile devices utilizing MDM system.
- Perform initial troubleshooting for copying and scanning equipment and coordinate with contracted vendor as needed.
- Investigate, resolve, and escalate where needed, end user hardware and software issues.
- Provide end user support for Augusta Water issued mobile devices.
- May provide end user training or make training recommendations to fully utilize hardware and software.
- Perform other duties as assigned.

QUALIFICATIONS

- Systems Analyst I, must possess a minimum of (2) years verifiable experience in relevant information technology roles.
- Systems Analyst II, must possess a minimum of an Associate’s Degree in Information Technology/Computer Science and (4) years verifiable experience in relevant information technology roles.

- Proficiency with Windows (operating system software and domain network environment) and the Microsoft Office Suite are required.
- Valid Driver's license required

KNOWLEDGE AND SKILLS

- Ability to perform several tasks at the same time.
- Ability to communicate, both verbally and written, and read in English to understand instructions and handle customers and visitor's requests.
- Must exhibit a positive attitude to effectively deal with the public, customers, vendors, and co-workers. Ability to perform several tasks at the same time.
- Position requires high ethical conduct associated with access of confidential data.

PHYSICAL DEMANDS

- Repetitive movement using keyboard and office equipment is involved.
- Demands include but are not limited to:
    - Sitting for extended periods
    - Occasional standing, walking, stooping, bending, kneeling, reaching, grasping, pushing, pulling, and twisting.
    - Occasional carrying and lifting up to 25 pounds
    - Visual acuity for detailed work
- Demands, when working in the field, include but are not limited to:
    - Frequent standing, walking, stooping, bending, kneeling, reaching, grasping, pushing, pulling, and twisting.
    - Frequent carrying and lifting up to 25 pounds
    - Visual acuity for detailed work

WORK ENVIRONMENT

- Work is performed in a typical office environment.
- Occasionally works in outside weather conditions with occasional exposure to extreme heat/cold and uneven terrain and other adverse conditions.
- Rare circumstances may include but are not limited to:
    - Irregular work schedule
    - Overtime
    - Night duty
    - Weekends or holidays
    - Subject to call-in for emergency assignments

EMPLOYMENT CONDITIONS

- Pre-employment drug test
- Pre-employment criminal background check
- Pre-employment driving record review
- Subject to annual driving record review
- Subject to random drug and/or alcohol testing

SAFETY REGULATIONS AND HAZARDS

Must comply with all Augusta Water safety policies and procedures, including proper use of required personal protective equipment (PPE). Employees are accountable for maintaining a safe work environment.

DISCLAIMER

This job description does not list all the responsibilities, duties, skills, requirements, efforts, or working conditions associated with the job. Employees will be evaluated in part based upon performance of the tasks listed in this job description.

Management reserves the right to revise this job description at any time. This job description is not a contract for employment, and either party may terminate employment at any time, with or without cause.

EQUAL EMPLOYMENT OPPORTUNITY

Augusta Water is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, genetic information, veteran status, or any other status protected by applicable law.

ACKNOWLEDGMENT:

I acknowledge that I have received and reviewed this job description.

Employee or Applicant Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____