



Job Specification

Job Title: PantherCard Systems Analyst
BCAT Code: 461X BC
Pay Grade: G18

Effective Date: April 1, 2007
Revision Date: February 1, 2007
FLSA Status: Exempt

General Description

Oversees all PantherCard applications; maintains the reliability and integrity of all aspects of campus card systems.

Examples of Duties

- Performs all date imports, daily backups, archiving, security functions and system maintenance.
- Installs software updates.
- Performs monthly preventative maintenance including full shutdown-reboot, and cardholder database size evaluation.
- Coordinates set-up of permanent privileges/plans/accounts with Auxiliary Services, PantherCard office and other areas as necessary.
- Develops off-line procedures including backup/restoration of system and disaster recovery.
- Resolves complex customer service and technical issues, as required.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities

- Knowledge of computer applications related to area of assignment.
- Knowledge of UNIX operating systems.
- Skill and ability to communicate effectively, both orally and in writing.
- Skill and ability to solve complex technical problems.

Minimum GSU Hiring Standards

Bachelor's degree and three years related experience in a customer service environment; or a combination of education and experience.

The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.