

**MURRAY STATE COLLEGE**  
**Tishomingo, Oklahoma**

**Job Description**

**Software Analyst**

**General Description/Primary Purpose:**

To assist in providing quality technical software assistance and services, both administrative and academic, for all Murray State College (MSC) users (students and staff) who make use of or require administrative computer systems, stand-alone PCs, computer laboratories, and/or the various academic- and administrative-user applications. Analyzes requirements, procedures, and problems to automate implement, and improve existing systems and capabilities. Assists facilities technology and energy management operations. The person in this position is expected to function as a team member with other IT Department employees to maximize customer service to MSC students and staff.

**Classification:** Full-Time, Non-Exempt

**Salary:** Commensurate with Qualifications and Experience

**Appointment:** 12-Month Appointment

**Description of Duties and Tasks:**

1. Provide expertise necessary for planning, implementing, optimizing, and maintaining systems.
2. Assist with installing and maintaining administrative system software systems/packages/modules.
3. Assist with IT requests for services.
4. Assist with database maintenance as needed.
5. Assist with maintaining extensive security measures to protect the college computer systems from misuse and abuse.
6. Provide technical assistance (including telephone and user-location support), training, and other services for all MSC users.
7. Aid when needed with extensive hardware and software support for MSC's distance learning and multi-media classrooms.
8. Assist and train staff with campus technology, including campus webpage and facilities/maintenance technology systems.
9. Installs/maintains system component parts, classroom and office equipment, and facility components, ensuring a safe and workable environment.
10. Provide a protocol for users reflecting compliance with federal and state laws and MSC policy.
11. Develop, update, and maintain documentation in support of user applications.

12. Update and maintain support materials and technical white papers relating to MSC and peripherals.
13. Represent the IT Department in a professional manner.
14. Provide equipment and setup for faculty, staff, and others for multimedia presentations.
15. Deploy Course surveys from the software in use.
16. Provide end-user support to a wide variety of software in the manner of but not limited to technical assistance, account creation and deactivation, and training.
17. To Meet objectives of virtual work-related situations and/or extended periods when working from home, all faculty and staff must have access to 24/7 reliable off-campus Internet.
18. Report to and accept other duties as assigned by the IT Executive Director.

**Required Knowledge, Skills, and Abilities:**

Individuals must possess the following knowledge, skills, and abilities or be able to explain and demonstrate that the individual can perform the essential functions of the job, with or without reasonable accommodation, by using some other combination of skills and abilities.

**Required:**

1. Demonstrate sound knowledge and understanding of server and workstation operating systems, including, but not limited to, current versions of Windows and Mac OSX.
2. Demonstrate sound knowledge of PCs and related peripheral equipment, including printers, multimedia, scanners, accessories, etc.
3. Demonstrate knowledge of, or the ability to learn, computer software and systems relevant to information technology, including SQL databases, Active Directory, Jenzabar PX, Blackboard products, Microsoft Server, VMware, Microsoft Office, VoIP, Google applications, and networking.
4. Demonstrate a high level of ability to communicate effectively and work productively with computer users (staff and students).
5. Demonstrate experience of, or willingness in, to work effectively in a culturally diverse workplace and/or serving clientele from various racial and cultural backgrounds.
6. Demonstrate experience of, and/or willingness in, learning and using state-of-the-art technology.
7. Develop and maintain an attitude of service toward students, coworkers, and others.

**Preferred:**

1. Demonstrate working knowledge of VoIP solutions.
2. Demonstrate working knowledge of Windows Active Directory and Group Policy.

**Other Ergonomic Requirements (if any):**

Daily usage of PCs and terminals requires keyboarding, which involves extensive hand and wrist movements. The need arises periodically to move computer equipment (PCs, printers, accessories, etc.) which equates to lifting and carrying heavy objects. Troubleshooting, maintaining, and repairing PCs and other computer-related equipment requires employees to reach, bend, lift, stoop, crouch, scoot, and work on the floor. All individuals are required to be able to perform these movements without a significant risk of injury or to otherwise demonstrate or explain how they can perform the essential functions listed above.

**Hours:**

Regular: 8:00 a.m. - 5:00 p.m., Monday through Friday (40-hour workweek). After Hours On-Call as needed.

**Image:**

Murray State College employees are expected to maintain a neat, well-groomed, and professional image at all times.

**Background Check:** The successful candidate must give permission to have a formal background check conducted and employment is contingent upon the results of the national criminal and sex offender background check.

**Qualifications Standards:**

1. **Education:**

*Required -*

- Bachelor's Degree in Computer Science, Management Information Systems, or a related field, or any equivalent combination of education and experience.

2. **Experience:**

*Preferred -*

- Minimum two years' work experience with networks, PCs, application packages, and network operating systems.
- Extensive work experience with networks (software and hardware), PCs, peripherals, Windows client and server operating systems, and application packages.
- Work experience in providing network user services within an organization.

3. **Certifications:**

*Preferred -*

- A+ Certification
- Network+ and/or Security+
- Microsoft Certified Systems Engineer (MCSE)

Before or upon employment the successful candidate must complete mandatory NIMS (National Incident Management System) General Role Training Modules, IS-100.C, and IS-700.B, through the Department of Homeland Security as directed by the MSC administrative staff and campus police. Please log on to the FEMA website at: <http://www.fema.gov/training-0#item1> to complete your training online. Once completed, you need to provide a copy of your certificate to the Office of

Human Resources. If you would like, you can scan a copy and email it to [humanresources@mscok.edu](mailto:humanresources@mscok.edu).

**Application Process:** Applicants must submit the following:

1. Letter of application.
2. Résumé.
3. Three letters of recommendation or college placement file with at least three recommendations.
4. Unofficial college transcript(s). NOTE: Official college transcript(s) required upon employment.
5. Completed MSC employment application.

Mail or deliver the above application items to:

Human Resources  
Murray State College  
One Murray Campus, Suite AD 104  
Tishomingo, Oklahoma 73460  
Email: [humanresources@mscok.edu](mailto:humanresources@mscok.edu)

MSC participates in E-Verify.

**Application Deadline:** Review of applications will begin immediately and continue until filled.

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**MURRAY STATE COLLEGE IS AN AFFIRMATIVE ACTION/EQUAL  
OPPORTUNITY EMPLOYER**

Murray State College, in compliance with Titles VI and VII of the Civil Rights Act of 1964, Executive Order 11246 as amended, Title IX of the Education Amendments of 1972, Americans with Disabilities Act of 1990, and other Federal laws and regulations, does not discriminate on the basis of race, color, national origin, sex, age, religion, handicap, or status as a veteran in any of its policies, practices, or procedures. This includes but is not limited to admissions, employment, student financial aid, and education services.

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