Georgia State University

Job Specification

Job Title: PantherCard Systems Analyst

BCAT Code: 09OX40
Pay Grade: G18
FLSA Status: Exempt
Effective Date: April 1, 2007
Revision Date: July 1, 2013

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 maintenances, such as full shutdown-reboot, and cardholder database size evaluation.
- Coordinates set-up of permanent privileges, plans, accounts with Auxiliary Services, the PantherCard office and other areas as necessary.
- Develops off-line procedures, such as backup or the 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 the area of assignment.
- Knowledge of Unix operating systems.
- Ability to solve complex technical problems.
- Ability to communicate effectively both orally and in writing.

Minimum GSU Hiring Standards
Bachelor’s degree and three years of related experience in a customer service environment; or a combination of education and related 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.