

# **WORKFORCE****SOLUTIONS**

## **G R E A T E R   D A L L A S**

### **Job Description**

|                          |                                            |                           |                                                                     |
|--------------------------|--------------------------------------------|---------------------------|---------------------------------------------------------------------|
| <b>Job Title</b>         | Systems Integration Analyst                | <b>Reports To</b>         | Senior Manager,<br>Strategic Employer<br>Initiatives & Partnerships |
| <b>Department/Group</b>  | Workforce Strategic<br>Operations Division | <b>Review Date</b>        |                                                                     |
| <b>Job Code</b>          | Professional                               | <b>Prepared By</b>        | Manager and HR Dept                                                 |
| <b>FLSA</b>              | Exempt                                     | <b>Approved By</b>        |                                                                     |
| <b>Shift</b>             | Monday – Friday, Flex                      | <b>Effective Date</b>     |                                                                     |
| <b>Number Supervised</b> | N/A                                        | <b>Salary Level/Range</b> | \$69,572 - \$114,099                                                |

#### **SUMMARY:**

The Systems Integration Analyst (CRM/LMS Administrator & Data Analyst) serves as the operational administrator for division-wide workforce systems, technology platforms, and data infrastructure. This position is responsible for the administration, configuration, maintenance, integration, reporting, and optimization of workforce technology systems that support implementation, performance management, operational visibility, and strategic decision-making.

The Systems Integration Analyst ensures workforce systems function consistently and effectively across programs and departments through centralized system administration, reporting, training, workflow management, user support, and data governance. This position works closely with leadership, staff, contractors, and external partners to improve system utilization, data quality, operational efficiency, and organizational performance.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

This job description is intended to identify the essential functions of a position and should not be interpreted as all-inclusive. The employee may be required to perform or assume additional job-related responsibilities other than those stated in this job description.

#### **Systems Administration & Configuration**

- Administer, configure, maintain, and optimize workforce technology platforms and systems.
- Manage Customer Relationship Management (CRM) systems including user administration, workflow configuration, permissions, and reporting.
- Administer Learning Management Systems (LMS) including user access, course management, reporting, and system configuration.
- Support workforce and apprenticeship tracking systems, project management platforms, collaboration tools, and operational technology systems.
- Create and maintain system standards, business rules, workflows, user permissions, and operational procedures.
- Coordinate system updates, enhancements, troubleshooting activities, testing, and vendor support.

- Monitor system performance and recommend improvements to increase efficiency, effectiveness, and user experience.
- Develop and maintain system documentation, procedures, and administration guides.

### **Data Management & Reporting**

- Ensure data integrity, consistency, standardization, and accuracy across multiple workforce systems.
- Develop, maintain, and enhance dashboards, reports, and performance tracking tools.
- Produce operational, performance, implementation, and outcome reports for leadership and stakeholders.
- Analyze data to identify trends, performance indicators, operational challenges, and opportunities for improvement.
- Establish and maintain reporting standards, data definitions, and governance practices.
- Conduct data validation activities and identify inconsistencies, redundancies, and reporting gaps.
- Support strategic planning and decision-making through data analysis and operational reporting.
- Develop reporting processes that provide real-time visibility into workforce initiatives and organizational performance.

### **Cross-Functional Systems Support**

- Support workforce initiative implementation efforts through system configuration, workflow development, reporting, and operational tracking.
- Collaborate with multiple departments to ensure system integration and alignment of business processes.
- Support operational functions including workforce initiatives, industry partnerships, contract administration, strategic programs, and performance management.
- Facilitate communication between program staff, contractors, vendors, and leadership regarding system functionality and reporting needs.
- Coordinate integration of workforce systems to improve efficiency and organizational visibility.
- Assist departments in identifying technology solutions that improve operational effectiveness.

### **Training, User Support & Adoption**

- Provide training and technical assistance to staff, contractors, and partners regarding system functionality, workflows, and reporting tools.
- Develop user manuals, training materials, documentation, and standard operating procedures.
- Troubleshoot system-related issues and coordinate resolution with vendors and technology providers as necessary.
- Promote system adoption, consistency, and compliance with established business processes.
- Serve as a resource for users regarding data management, reporting requirements, and technology best practices.

## **Continuous Improvement & Technology Planning**

- Evaluate existing systems and recommend technology improvements to enhance organizational performance.
- Identify opportunities for workflow automation, process improvement, and reporting efficiencies.
- Participate in planning, evaluation, selection, and implementation of new technology solutions.
- Support future workforce technology initiatives and system scalability efforts.
- Monitor emerging technologies and industry best practices relevant to workforce systems and operations.

## **SUPERVISORY RESPONSIBILITIES:**

This position has no direct supervisory responsibilities but may provide guidance to staff on procurement processes and data-related practices.

## **PREFERRED QUALIFICATIONS:**

- Bachelor's degree in Information Systems, Data Analytics, Computer Science, Business Administration, Public Administration, or a related field preferred.
- Equivalent combinations of education and relevant experience may be considered.
- Two (2) or more years of experience in systems administration, CRM administration, LMS administration, workforce technology systems, implementation support, data analytics, or related areas.
- Experience supporting workforce development programs, educational systems, public sector organizations, or government-funded initiatives preferred.
- Experience with CRM platforms, Learning Management Systems, reporting tools, dashboards, and project management systems preferred.
- Experience with Microsoft 365, SharePoint, Power Platform, Power BI, workflow automation tools, or similar technologies preferred.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

### **Systems & Technology Knowledge**

- Systems administration principles and practices
- CRM and LMS platform administration
- Database concepts and data management practices
- Technology integration and workflow automation
- System troubleshooting and performance optimization
- Information systems analysis and evaluation

### **Data & Analytical Skills**

- Data governance and quality assurance
- Dashboard development and reporting
- Data analysis, interpretation, and visualization

- Performance measurement and operational reporting
- Trend analysis and business intelligence techniques
- Data validation and process improvement methodologies

### **General Skills**

- Strong critical thinking and problem-solving abilities
- Excellent written and verbal communication skills
- Ability to develop and deliver effective training
- Strong organizational and project coordination skills
- Ability to manage multiple priorities and deadlines
- Ability to work collaboratively across departments and with external stakeholders
- Strong attention to detail and commitment to data accuracy
- Ability to translate technical information into user-friendly guidance

### **LANGUAGE SKILLS:**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals; ability to write routine reports and correspondence; and to effectively communicate with diverse audiences (colleagues, vendors, supplier, landlords, general public).

### **PHYSICAL DEMANDS:**

The physical demands described here are representative of those which must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is frequently required to stand; walk; and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

### **WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts, fumes or airborne particles, and outside weather conditions. The noise level in the work environment is usually moderate.

### **JOB DESCRIPTION ACKNOWLEDGEMENT**

I have read this job description and fully understand all my job duties and responsibilities, and I am able to perform the essential functions as outlined in this job description. I understand that future performance evaluations and merit increases are based on my ability to perform the duties and responsibilities outlined within this job description to the satisfaction of my immediate supervisor, and I have discussed any questions I may have about these duties and responsibilities prior to signing this form.

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Employee Printed Name

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Date

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Employee Signature

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Workforce Solutions Greater Dallas is an EEO/AA/Drug Free Workplace Employer and complies fully with the Americans with Disabilities Act (ADA). Auxiliary aids and services are available upon request to individuals with disabilities. This position is grant funded.