



IT Systems Analyst

General Information

Classification Code:	TCHANL
Effective Date:	02/03/2020
Pay Grade:	C43
FLSA Status:	Exempt

Position Summary

The Systems Analyst's role is to plan, design, develop, and launch efficient information systems in support of core organizational functions and to maximize City's technology investments on multiple application platforms. This individual will apply proven communication, analytical and problem-solving skills to help identify, communicate and resolve systems issues in order to maximize the benefit of IT systems investments.

Classification Characteristics

This is the full journey level position in the Technical Analyst Classification. Technical Analysts make process decisions and decide how to best achieve the objectives, standards or guidelines established at higher levels. The Technical Analyst is a broad classification that encompasses incumbents engaged in a wide range of professional and technical engineering, environmental, information technology, and construction management duties in support of the City's Public Works and Information Technology departments.

Essential Duties

The duties listed below are a typical sample; position assignments may vary.

- 1 Meets with decision makers, systems owners, and end users to define business requirements and system goals to identify and resolve business systems issues. Researches hardware and software products.
- 2 Performs application design, implementation, testing and deployment. Conducts transition to production and operations, and performs other duties as required to support the application life cycle.
- 3 Researches trends and industry best practices, and expands the business application portfolio to provide creative, efficient, effective and sometimes disruptive solutions.
- 4 Performs development, installation, integration and testing of various business systems and application software packages. Ensures compatibility and interoperability of systems managed within the service catalog.
- 5 Evaluates new suppliers and contracts, negotiates contract terms and conditions, processes work orders, assesses contract performance and compliance with terms, and recommends contract renewal and termination to the IT Department Director.

Essential Duties	
6	Conducts project planning activities including business case development, requirements-gathering, cost estimates, project tasks, Information Technology personnel support, resource planning. Works with Stakeholders citywide to collaboratively develop project plans, ensures all required documentation and reporting is completed in accordance with City standards, conducts post-project evaluations.
7	Develops project proposals and work program/budget. Develops functional/technical specifications identifying the features and functions of an application. Manages product and service solicitations such as Request for Proposals (RFP).
8	Performs system monitoring and analysis and measures against service level agreements. Evaluates the effectiveness and efficiency of existing systems and develops strategies for improving or further leveraging these systems in support of longer-term goals. Report findings and recommendations to IT teams and business stakeholders to identify areas of improvement.
9	Perform issue and problem resolution support, which includes: Advanced technical troubleshooting and analysis, assisting with escalation from Level 1, collecting detailed application and error information, software repair and diagnostic testing; Utilizes remote control tools to take over the user's machine for the sole purpose of troubleshooting and finding a solution to the problem; and analyzing code and data, coordinating with original developer, and managing problem resolution with vendors.
10	Documents procedures and system specifications in support of IT Asset Management and Service Portfolio Management. Creates handbooks, manuals, and other training related materials for business system users.
11	Administer role, group and user level security for variety of business applications.
12	Performs other duties of a similar nature or level.

Functional Specific Responsibilities	
N/A	

Qualifications	
Minimum Qualifications:	
<ul style="list-style-type: none"> Bachelor's degree in Computer Science, Information Systems, or closely related field with 2 or more of related work experience or an equivalent combination of education and experience. 	
Licensing/Certifications:	
<ul style="list-style-type: none"> Based upon assignment, specified certifications may be required 	
Technology Skills:	
<ul style="list-style-type: none"> Data-base reporting software Data-base user interface and query software Electronic mail software Enterprise resource planning ERP software Financial analysis software Office suite software, including presentation software, Spreadsheet software, and Word processing software 	
Knowledge Required:	
<ul style="list-style-type: none"> Project Management – Knowledge of Information Technology Project Management based on the Project Management Body of Knowledge (PMBOK). Computers and Applications - Knowledge of core software applications including financial systems, human resource systems, facilities management systems, public safety systems, and/or etc. Programing Languages - knowledge of principles and techniques of computer application programming 	

Qualifications

languages, operating systems and environments, and software development environment, examples include ASNI SQL, PowerShell, .NET, PeopleSoft COBOL, .

- **Customer and Personal Service** - Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **Mathematics** - Knowledge of arithmetic, algebra and their applications.
- **Data Modeling**- Knowledge of entity relationship and process modeling methods.
- **IT Service Management** – Knowledge of Information Technology Infrastructure Library (ITIL) and implementations such as the COBIT framework.
- **Systems Lifecycle Management** – Knowledge of methodologies used for planning, creating, testing, and deploying information systems such as Waterfall, Information Engineering, Agile and etc.

Skills:

- **Programming** - Writing computer programs for various purposes.
- **Troubleshooting** - Determining causes of operating errors and deciding what to do about it.
- **Critical Thinking** - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Active Listening** - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Systems Analysis** - Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- **Active Learning** - Understanding the implications of new information for both current and future problem-solving and decision-making.
- **Complex Problem Solving** - Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- **Judgment and Decision Making** - Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- **Systems Evaluation** - Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.
- **Time Management** - Managing one's own time and the time of others.

Abilities:

- **Delivery of Service** – The ability to establish and maintain cooperative working relationships between customer, vendor, and other team members.
- **Problem Solving** - The ability to tell when something is wrong or is likely to go wrong and use logic and reasoning to identify a solution.
- **Fluency of Ideas** - The ability to come up with a number of ideas about a topic (the number of ideas is important, not their quality, correctness, or creativity).
- **Facilitation** - Ability to facilitate requirements gathering and design sessions with a diverse group of functional and technical experts.
- **Written Expression** - The ability to communicate information and ideas in writing so others will understand.
- **Mathematical Reasoning** - The ability to choose the right mathematical methods or formulas to solve a problem.
- **Visualization** - The ability to imagine how something will look after it is moved around or when its parts are moved or rearranged.
- **Originality** - The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.
- **Selective Attention** - The ability to concentrate on a task over a period of time without being distracted.

Physical Requirements											
Key	None 0% (0 hrs.)	Seldom 1-5% (Up to 1 hrs.)	Occasionally 11-35% (Up to 3 hrs.)	Frequently 36-75% (3-6 hrs.)	Continuous 76-100% (6+ hrs./day)						
	0%	1-5%	11-35%	36-75%	76-100%		0%	1-5%	11-35%	36-75%	76-100%
BODY POSITIONS						PUSH/PULL					
Standing		X				0-10 lbs.			X		
Sitting					X	11-20 lbs.	X	X			
Walking – Even Surface		X				21-50 lbs.	X				
Walking – Uneven Surface	X					51-75 lbs.	X				
Kneeling	X					76-100 lbs.	X				
MOVEMENTS						ENVIRONMENTAL HAZARDS					
Bending/Stooping		X				Indoors					X
Twisting		X				Outdoors	X				
Crawling	X					Dust	X				
Squatting/Crouching	X					Fumes/Odors/Gasses	X				
Balancing	X					Chemical Agents	X				
Reach – Overhead	X					Biological Agents	X				
Reach – Forward		X				Noise – Low		X			
Reach – Backward	X					Noise – Moderate	X				
Climbing – stairs	X					Noise – High	X				
Climbing - ladder	X					Low Light	X				
USE OF HANDS											
Grasping – whole hand		X				Heat	X				
Grasping – pinch grip			X			Cold	X				
Fine manipulation/feeling			X			Restricted workspace	X				
Keyboarding				X		Vibration – whole body	X				
LIFT/CARRY						JOB SPECIFIC					
0-10 lbs.			X			Driving – vehicle/equipment	X				
11-20 lbs.		X				Operate foot controls				X	
21-50 lbs.	X					Seeing			X		
51-75 lbs.	X					Talking			X		
76-100 lbs.	X					Hearing		X			
						Extended work hours	X				

Classification History

See addendum title(s) – Systems Administrator, Programmer Analyst – for additional history.
2020.02 – Job Description prepared and adopted