

Title: Systems Analyst
PB: PBB
Status: Civil Service
Position Reports to: Systems and Programming Manager
Department: Information Technology

Class Code: 2137
Date: 07/09

GENERAL DESCRIPTION OF CLASS:

This position is responsible for customer advocacy, business analysis, project management, requirements development and documentation, administration and maintenance of complex computer systems, programs and applications. An employee in this classification is also responsible for directing testing, implementation, upgrades and quality control of all programming work produced which affects assigned systems and has considerable latitude for independent judgment. Work is reviewed by appraisal of accomplishments, effectiveness of project completion and conformance to established goals and policies.

ESSENTIAL FUNCTIONS:

1. Perform business, system and process analysis and make recommendations to help ensure assigned projects and initiatives are successful.
2. Supervise and direct programmers in planning, designing, modifying and installing systems.
3. May act as a customer advocate for assigned business departments.
4. Function as the liaison for all activities that may impact assigned area of responsibility and assigned systems.
5. Provide technical service in the development, operation and maintenance of complex computer systems, programs and applications.
6. Ensure security, compliance, software and data integrity of assigned systems.
7. Review, plan, schedule and track work requests and make decisions regarding the readiness for implementation into the City's production environment.
8. Plan, develop and test programs, procedures and instructions to eliminate errors, performance issues and capacity issues for assigned systems.
9. Prepare and maintain the necessary records, reports, and documentation for assigned systems.
10. Support industry standard approaches to IT development, deployment and risk mitigation.
11. Support continued process improvement through the use of standardized industry models and competencies.

ADDITIONAL RESPONSIBILITIES:

1. May participate in the preparation of the annual budget by preparing purchase, maintenance and other cost information as directed.
2. Performs other assigned work as directed.

KNOWLEDGE, SKILLS & ABILITIES:

1. Extensive knowledge of computer software and hardware, management information systems and systems development life cycle and process improvement.
2. Ability to learn the operation of the City, its departments and their functions.
3. Ability to apply new technology and developments to meet the City's needs.
4. Ability to learn and apply the principles, practices and techniques of project management.
5. Knowledge of industry standards for IT development and deployment.
6. Ability to communicate effectively, both verbally and in writing.
7. Ability to interact and maintain effective relationships to accomplish the required tasks.
8. Ability to be a self-starter with a strong willingness to learn in a challenging work environment.
9. Ability to stay abreast of new technology and apply it to meet the City's future needs.
10. Effective skills in business, system and process analysis.
11. Ability to manage multiple, changing dependencies in performing the position of system liaison.

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WORKING ENVIRONMENT/CONDITIONS:

Requires sedentary work that involves walking or standing some of the time, exerting up to 10 pounds of force on a recurring basis, and routine keyboard operations.
The job risks exposure to no significant environmental hazards.
The job requires normal visual acuity, and field of vision, hearing, speaking, color perception, sense of smell, depth perception, and texture perception.

QUALIFICATIONS (EDUCATION, TRAINING, AND EXPERIENCE):

1. Graduation from an accredited four (4) year college or university with a degree in business administration, computer science or a closely related field.
2. Four (4) years of responsible experience in the field of management information systems, including computer hardware, programming and system design.
3. One (1) year of team leadership experience.
4. An equivalent combination of education and experience, which is directly related to the foregoing specific requirements, may be substituted.
5. Completion of City University Level two (2) or completion within twelve (12) months.

SPECIAL REQUIREMENTS:

1. Must possess a valid state of Florida driver's license.
2. Must maintain a valid telephone number.
3. Must be able to attend meetings at locations other than primary work location.
4. May be required to work overtime, or alternate hours, as necessary for the efficient operation of the department. Position may be designated as Mission Critical by Department Director.