

SYSTEMS ANALYST

Job Summary:

Under general direction from the Information Services Manager, provides support to city staff and works with vendors to develop, operate and maintain complex information systems for all city work groups.

Essential Duties and Responsibilities:

(These functions are representative and may not be present in all positions in the class. Management reserves the right to add, modify, change, or rescind related duties and work assignments.)

1. Translates user needs to program specifications and develops programs using relational databases.
2. Configures, maintains and updates databases and other hardware and software systems.
3. Interfaces with various systems and platforms.
4. Provides technical supervision to assigned staff, as required by the needs of specific projects.
5. Develops and maintains system documentation, computer training materials and user manuals.
6. Analyzes existing computer programs and makes necessary programming modifications to improve computer productivity.
7. Analyzes problems and prepares design specifications.
8. Assists in overall analysis and design of major automated or network systems.
9. Recommends system capital expenditures.
10. Sets up and maintains personal computers.
11. Assists user support group members in identifying and correcting hardware and software problems.
12. Maintains current knowledge of computer and network technologies.
13. Prepares written instructions and procedures.
14. Demonstrates continuous effort to improve operations, decrease turn around times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.
15. Performs related duties as required.

Qualification Guidelines:

A typical way to obtain the requisite qualifications to perform the duties of this class is as follows:

Education and/or Experience:

Bachelor's degree in computer science, management information systems or related field and four (4) years of full-time, paid experience in computer and systems analysis. Experience and/or education in a related field may be substituted on a year for year basis.

Knowledge of:

- System design, programming, and documentation principles and techniques.
- Minicomputers, personal computer, Local Area Network Systems (LANS) and Wide Area Network Systems (WANS), operating systems and system administration.

- Relational and hierarchical database design and administration.
- Project management.
- Methods of systems analysis and design and information engineering.
- City policies and procedures affecting departmental operations.
- Computer programming language and coding structures.
- City organization, operations, policies and objectives.
- Basic purchasing practices and contract administration.
- Cost analysis.
- Training principles.
- Office practices and procedures.
- General record keeping practices.
- Research, statistical and analytical methods.
- Effective methods of report presentation.

Skill and Ability to:

- Analyze, interpret and present research findings to prepare design specifications.
- Conceive and develop a variety of solutions to functional problems and transform abstract ideas to easily understood procedures.
- Develop data and process models using structured analysis and design, and information engineering techniques.
- Integrating and interfacing multi-platforms.
- Utilize industry standard diagnostic and management tools.
- Exercise independent action and judgment within established guidelines.
- Learn and utilize new skills and information to improve job performance and efficiency.
- Understand and carry out complex oral and written instructions.
- Maintain confidentiality.
- Maintain accurate records and prepare clear and concise reports.
- Identify and analyze problems and take effective corrective action.
- Compile, analyze and evaluate data.
- Effectively communicate orally and in writing.
- Establish and maintain effective working relationships with others.

License and Certificate:

Possession of a valid California Class C driver's license. Employees in this classification will be enrolled in the Department of Motor Vehicles (DMV) Government Employer Pull Notice Program, which confirms possession of a valid driver's license and reflects driving record. Professional certification in applications, hardware and systems used by the City is highly desirable.

Physical Requirements and Working Conditions:

Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis. Positions in this class normally:

- Require vision (which may be corrected) to read small print.
- Require the mobility to stand, stoop, reach and bend.

- Require the mobility of arms to reach and dexterity of hands to grasp and manipulate small objects.
- Require the ability to stand for long periods.
- Perform work which involves the occasional lifting, pushing and/or pulling of objects which may weigh approximately 50 pounds and may occasionally weigh up to 100 pounds.
- May be required to work around electrical current and moving mechanical parts.
- Is subject to inside environment conditions.
- Required to work at a computer terminal for prolonged periods.
- May be required to attend periodic evening meetings and/or to travel within and out of city boundaries to attend meetings.
- May be required to drive city and/or personal vehicle in the scope of employment.
- May be required to work evenings and/or weekends.