



Career Service Authority

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Staff Information Technology Systems Analyst

GENERAL STATEMENT OF CLASS DUTIES

Performs entry level professional work assisting in the analysis, refinement and documentation of the business requirements of City department and agency customers included in the development, implementation and production of integrated technology software systems. Assists in the creation of functional and technical specifications for systems to meet business requirements, while ensuring the integrity of the technical design process.

DISTINGUISHING CHARACTERISTICS

This class is the entry level in the *Information Technology Systems Analyst* class series. It is distinguished from the next higher level, the standard or intermediate level – *Associate Information Technology Systems Analyst* – by the performance of entry level professional work.

All classes in this series are distinguished from the *Business Analyst* class by the nature of the knowledge requirements needed to successfully perform the assigned work. Positions in the *Business Analyst* class are responsible for performing business process analysis and redesign. By position, this class also documents the functional business requirements of an assigned business area for IT professionals engaged in applications development. Such positions may require a sophisticated user's knowledge of particular IT business applications and skill in using them, but they do not require broader technical knowledge of IT systems, concepts and methods.

Positions in the *Information Technology Systems Analyst* class series are assigned work for which technical knowledge of IT systems, technology development concepts and methods, enterprise resource planning (ERP) or other software solutions is required as well as knowledge of the concepts, methods and principles of business process analysis and redesign. Classes in the *Information Technology Systems Analyst* class series, in addition to writing functional specifications describing the business requirements of a particular area, lead the system logical design process, participate in the technical design of databases, programs and processes and produce documentation which includes technical design specifications for the development of business applications.

The *Information Technology Systems Analyst* class series is also distinguished from the *Information Technology Developer* class series and the *Information Technology Systems Administrator* class series. Classes in the *Information Technology Developer* class series are assigned professional programming responsibilities and/or non-programming responsibilities whose successful performance requires technical programming knowledge. Classes in the *Information Technology Systems Administrator* class series perform professional work installing, maintaining, modifying and testing computer network hardware and software.

Guidelines, Difficulty and Decision Making Level:

Procedures, methods and techniques to be used are generally well established with options to be considered well defined. Tools, work aids and materials to be used are specified. Work steps are demonstrated or made clear by straightforward oral instructions.

Detailed oral and/or written instructions are normally given during the training period. Duties assigned are primarily routine, repetitive and restricted in intricacy with little or no discretion in how they are carried out.

Level of Supervision Received and Quality Review:

Under close supervision, the employee receives training to develop skills and abilities in a specific line of work or general occupational area. Work produced is subject to close, continuous inspection.

Interpersonal Communications and Purpose:

Contacts with the public or employees where factual information relative to the organization or its functions is received and relayed, or a service rendered according to established procedures or instructions.

Level of Supervision Exercised:

None.

ESSENTIAL DUTIES

Assists in the planning and performance of business process analysis of business activities and functions in assigned departments and agencies and participates in the subsequent design and implementation or improvement of integrated technology solutions.

Performs specific duties as a member of cross-functional teams to address and analyze business requirements and automated systems issues, along with other developmental aspects of assigned projects.

Assists in performing requirements gathering, functional decomposition, workflow analyses and logical system design tasks necessary to provide a complete solution for resolving business problems and exploiting integrated technology opportunities. Depending on business areas, applications supported and applicable technologies, this assistance may include:

- performing assigned tasks related to packaged software gap analysis.
- performing assigned tasks related to system set up and configuration activities.
- performing assigned tasks related to work flow analysis and/or implementing workflow automation.
- performing assigned tasks related to designing/prototyping user interfaces.
- performing assigned tasks related to designing and creating reports or data marts.
- performing assigned tasks related to systems analysis and logical design activities such as data modeling, entity-relationship diagramming, CRUD (create, revise, update and delete) analysis and logical database design.
- performing assigned tasks related to object oriented analyses such as domain analysis, event lists, class models, business use cases and activity diagrams.
- creating technical design specifications.

Participates in and assists in coordinating the planning, development and implementation of automated business systems in an effort to align information technology solutions with customer business requirements and initiatives.

Assists in the identification of business application and integrated technology opportunities and solutions for resolving business problems.

Performs assigned tasks related to planning and executing unit, integration and acceptance testing; assists writing departmental and agency system documentation; assists in the development and writing of training documentation and participates in the training of department and agency customers.

Assists with the development of cost estimates, cost/benefit analyses and IT project justifications; assists with the development of funding requests and proposals.

Assists in identifying security and application access needs for department and agency customers; assists with the development of departmental and agency security definitions and profiles; and assists with the maintenance of security authorizations.

Participates in advising customers on best practices, application customizations and interface strategies.

Assists in designing customizations where needed in collaboration with the customer and the technical team.

Utilizes generic tools to analyze and manage data.

Performs other related duties as assigned or requested.

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Any one position may not include all of the duties listed.
However, the allocation of positions will be determined by
the amount of time spent in performing the essential duties
listed above.
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MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Reasoning - Identifies rules, principles or relationships that explain facts, data or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Attention to Detail - Is thorough when performing work and conscientious about attending to detail.

Self Management - Sets well defined and realistic personal goals; displays a high level of initiative, effort and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.

Reading - Understands and interprets written material, including technical materials, rules, regulations, instructions, reports, charts, graphs or tables; applies what is learned from written material to specific situations.

Learning - Uses efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback or other opportunities for self learning and development.

Flexibility - Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions or unexpected obstacles; effectively deals with ambiguity.

Memory - Recalls information that has been presented previously.

Teamwork - Encourages and facilitates cooperation, pride, trust and group identity; fosters commitment and team spirit; works with others to achieve goals.

Knowledge of systems development life cycle (SDLC) concepts used to plan, develop, implement, operate and maintain information systems.

Knowledge of architectural methodologies for information systems or applications design and development.

Knowledge of database management systems and their application.

Knowledge of the principles and methods of web technologies, tools and delivery systems.

Skill in utilizing the principles and practices of effective and persuasive communication to elicit information, negotiate problem resolution and/or garner support for various programs.

Skill in establishing and maintaining working relationships with both internal and external customers – other employees, organizations and the public.

Skill in synthesizing complex technical information and communicating it clearly to non-technical audiences.

Skill in preparing documentation and complex reports which are clear, concise and present information in a well-organized and efficient manner in both written communications and oral presentations.

Physical Demands:

Sitting: remaining in the normal seated position.

Handling: seizing, holding, grasping or otherwise working with hand(s).

Fingering: picking, pinching or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Working Environment:

Work is primarily performed in an office setting and frequently at other locations for meetings.

Work involves pressure due to multiple calls and inquiries and is subject to interruption.

Education Requirement:

Baccalaureate Degree in Computer Science, Information Systems, Business Administration, Mathematics or a related field.

Experience Requirement:

None.

Education/Experience Equivalency:

A combination of the appropriate type and level of education and experience may be substituted for the minimum education and experience requirements.

Licensure and/or Certification:

None

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 04/01/2004

ESTABLISHED BY: Paul Wiberg

REVISED DATE: 08/05/2007

REVISED BY: Paul Wiberg

CLASS HISTORY 08/05/2007 Language of the education/experience equivalency requirement changed to provide more clarity.