



Office of Human Resources
IT Systems Analyst Associate - CI1718
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General Statement of Duties

Performs standard or intermediate level professional work analyzing, refining and documenting the business requirements of City department and agency customers included in the development, implementation and production of integrated technology software systems. Creates functional and technical specifications for systems to meet business requirements, while ensuring the integrity of the technical design process. Serves as an authoritative technical resource on specific business requirements and information needs of assigned customer departments and agencies in any phase of the application and system development life cycles.

Distinguishing Characteristics

This class is the second level in the Information Technology Systems Analyst class series. It is distinguished from the entry level – Staff Information Technology Systems Analyst – by the performance of standard or intermediate level professional work. It is distinguished from the third and highest level class in this series – Senior Information Technology Systems Analyst – by the full performance level of work performed in that class.

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.

Essential Duties

Plans and performs business process analysis of standard and well established business activities and functions in assigned departments and agencies and contributes to the subsequent design and implementation or improvement of integrated technology solutions.

Performs project leadwork for routine projects and/or projects that are limited in scope 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.

Leads and/or performs requirements gathering, functional decomposition, workflow analyses and logical system design tasks for standard phases or elements of business processes to contribute to complete solutions for resolving business problems and exploiting integrated technology opportunities. Depending on business areas, applications supported and applicable technologies, this may include:

Performing packaged software gap analysis, independently or in concert with others. Performing system set up and configuration activities, independently or in concert with others. Performing work flow analysis and/or implementing workflow automation, independently or in concert with others. Using guidelines that are well established and applicable to the work situation, designing/prototyping user interfaces.

Designing and creating reports or data marts. Using guidelines that are well established and applicable to the work situation, performing systems analysis and logical design activities such as data modeling, entity-relationship diagramming, CRUD (create, revise, update and delete) analysis and logical database design. Independently or in concert with others, performing object oriented analyses such as domain analysis, event lists, class models, business use cases and activity diagrams.

Creating technical design specifications.

Coordinates phases or elements of and participates in the planning, development and implementation of automated business systems in an effort to align information technology solutions with customer business requirements and initiatives.

Identifies business application and integrated technology opportunities and solutions for resolving business problems.

Prepares and reviews IT service delivery designs, business application and automation prototypes and design specifications to obtain approval for them.

Plans and executes standardized unit, integration and acceptance testing; writes standardized departmental and agency system documentation; develops and writes training documentation and trains department and agency customers in standard applications uses.

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

Identifies security and application access needs for department and agency customers; assists with the development of departmental and agency security definitions and profiles; assists with the maintenance of security authorizations; and identifies and develops recommendations for other system controls.

Advises customers on best practices, application customizations and interface strategies. Designs customizations where needed in collaboration with the customer and the technical team.

Contributes to the development of performance goals, documents performance, provides performance feedback, and provides information to inform the formal performance evaluation.

Utilizes generic tools to analyze and manage data.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

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.

Competencies

Customer Service - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

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

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

Technical Competence – Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Technical Problem Solving - Troubleshoots, diagnoses, analyzes, and identifies system malfunctions to determine the source and cause of the problem.

Working with People - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict

Written Communication - Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

Knowledge & Skills

Knowledge of methods, metrics, tools and techniques of business process reengineering.

Knowledge of systems development life cycle (SDLC) concepts used to plan, develop, implement, operate and maintain information systems, including knowledge of computer-aided software engineering (CASE) tools.

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

Knowledge of database management systems and their application.

Knowledge of principles, methods and tools for analyzing and developing test and evaluation procedures.

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 mapping business processes and comparing those processes to industry best practices.

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.

Level of Supervision Exercised

Performs project leadwork.

Education Requirement

Bachelor's Degree in Computer Science, Information Systems, Business Administration, Mathematics or a related field.

Experience Requirement

Two (2) years of professional level experience working on an integrated technology software system development and/or production support team.

Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

By position, must obtain Criminal Justice Information Services (CJIS) clearance within the probationary period.

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.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.

Fingering: Picking and pinching, through use of fingers or otherwise.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Hearing: Perceiving and comprehending the nature and direction of sounds.

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

Repetitive motions: Making frequent or continuous movements.

Sitting: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

Background Check Requirement

Criminal Check

Education Check

Employment Verification

By position, Motor Vehicle Record

By position, must obtain Criminal Justice Information Services (CJIS) clearance within the probationary period.

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: EX-10

FLSA Code: Y

Established Date: 9/21/2018

Established By: LS

Revised Date: 7/30/2023

Revised By: AM

Class History: 7/30/2023 – Revised licensure & certification and background checks.