



## SENIOR SYSTEMS ANALYST SYSTEMS ANALYST SYSTEMS SPECIALIST

**JOB SUMMARY:** Under direct or general supervision, provides professional systems analysis and technical support for software applications, database administration, network administration, geographic information systems, or other related functions; trains new users; tests new releases of software; troubleshoots complex technical and functional problems; and performs other related work as necessary.

**DISTINGUISHING CHARACTERISTICS:** The Senior Systems Analyst is the advanced journey level in the professional Information Technology (IT) series. Incumbents are responsible for independent project management and/or responsible for highly complex and challenging information technology issues and projects. It is distinguished from the Systems Analyst position by its independence in applying a wide variety of skills and knowledge to solve complex information technology issues, strategic analysis and decision making that governs the current and future use of citywide applications.

The Systems Analyst is the journey level in the professional Information Technology series. Incumbents are responsible for independently resolving IT issues of average complexity, assisting higher level Systems Analysts with large and complex projects, and may act as project manager for small, less complex projects. It is distinguished from the Senior Systems Analyst by the latter's independence in applying a wide variety of skills and knowledge to solve complex information technology issues, strategic analysis, and decision making that governs the current and future use of citywide applications.

The Systems Specialist is the entry level in the professional Information Technology series. Incumbents typically work under the direction of higher level System Analysts, resolve less complex IT issues, and/or assist with resolution of complex IT issues and implementation of projects. It is distinguished from Systems Analyst by the latter's responsibility for independent project management and complexity of assignments.

### EXAMPLES OF ESSENTIAL FUNCTIONS:

1. Identifies improvements and enhancements to current systems based upon business requirements.
2. Researches and develops recommendations for the implementation of new automated solutions.
3. Tests new software releases, patches and updates; troubleshoots technical and functional problems.
4. Provides guidance and support for a variety of citywide information technology systems and applications.
5. Maintains and updates citywide information technology systems and applications through programming or the use of the system / application's administrative functions.
6. Trains functional users in efficient application operation and report writing.
7. Supports digital exchange of data across various information management systems.
8. Manipulates and analyzes data from a database environment.
9. Develops reports designed to address user specific needs for information.

10. Prepares and maintains documentation of systems, programs, and projects to describe program development, logic, coding, and correction.
11. Develops manuals describing installation and operating procedures for end users.

### **SYSTEMS ANALYST**

#### **IN ADDITION TO THE ABOVE, FUNCTIONS ALSO INCLUDE**

12. Based upon assignment, may develop SQL statements, reports, and SQRs.
13. Serves as a project team leader for small sized and/or less complex projects.

### **SENIOR SYSTEMS ANALYST**

#### **IN ADDITION TO THE ABOVE, FUNCTIONS ALSO INCLUDE**

14. Serves as project team leader; oversees major projects; prepares and maintains documentation of systems, programs, and projects.
15. Mentors and trains lower level staff.
16. May direct the work of technical and other support staff.
17. Provides research, analysis, design, and problem resolution to determine and develop recommendations for best practice information systems solutions.

<b>QUALIFICATION GUIDELINES:</b>
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***ANY COMBINATION OF EDUCATION AND/OR EXPERIENCE THAT PROVIDES THE REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES TO PERFORM THE ESSENTIAL FUNCTIONS OF THE POSITION. A TYPICAL COMBINATION INCLUDES:***

### **SYSTEMS SPECIALIST**

**EDUCATION:** Equivalent to a Bachelor's Degree from an accredited college or university in Computer Science, Information Technology, or a related field. Additional related experience may be substituted for the required education.

**EXPERIENCE:** One year of experience supporting enterprise information management systems.

**DESIRABLE:** Knowledge of databases related to area of assignment; training and certifications related to area of assignment; background in or working knowledge of government operations, particularly at the municipal level.

### **SYSTEMS ANALYST**

**EDUCATION:** Equivalent to a Bachelor's Degree from an accredited college or university in Computer Science, Information Technology, or a related field. Additional related experience may be substituted for the required education.

**EXPERIENCE:** Two years of experience supporting enterprise information management systems.

**DESIRABLE:** Knowledge of databases related to area of assignment; training and certifications related to area of assignment; background in or working knowledge of government operations, particularly at the municipal level.

### **SENIOR SYSTEMS ANALYST**

**EDUCATION:** Equivalent to a Bachelor's Degree from an accredited college or university in Computer Science, Information Technology, or a related field. Additional related experience may be substituted for the required education.

**EXPERIENCE:** Three years of experience supporting enterprise information management systems.

**DESIRABLE:** Advanced experience in databases including SQL/SQR programming; formal training and certification related to area of assignment; experience as a project lead; background in or working knowledge of government operations.

**KNOWLEDGE OF:**

- Relevant software and hardware related to area of assignment.
- System lifecycles, relational databases and data warehousing concepts.
- Software set-up, applications and troubleshooting procedures.
- Information technology related standards and trends.
- Typical government application software and related operational requirements.

**ABILITY TO:**

- Work independently to analyze best practice solutions.
- Demonstrate flexibility and respond to changing requirements and job assignments; exercise sound judgment and decision-making.
- Plan, organize, coordinate, and complete assignments in a timely manner.
- Prioritize responses to problems given system and user impacts.
- Review, prepare, and document accurate work records, reports, technical procedures, and training manuals.
- Exercise tact and patience in diagnosing user problems and explaining potential causes and solutions.
- Communicate effectively both orally and in writing with systems users, co-workers, supervisors, management, other department representatives, and the public.
- Establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work.

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**LICENSES:**

- Class C - CA Driver's License

**CERTIFICATIONS:**

- N/A

**SPECIAL REQUIREMENTS:**

- N/A

**ADDITIONAL INFORMATION:**

**FLSA Exemption Status:** Varies  
**Employee Unit:** # 1, Confidential  
**DOT Program Participant:** No  
**Job Family:** Information Technology  
**Class Progression:** IT Operations/Systems/Applications Manager  
Senior Systems Analyst  
Systems Analyst  
Systems Specialist

**Reports to:** IT Operations Manager, IT Systems Manager, IT Applications Manager  
**Supervises:** N/A

**CLASS HISTORY:**

**SYSTEMS SPECIALIST**

**Date Class Established:** 07/01/2005  
**Revised Dates / Reason:** 05/11/2012 – Content and Format  
**Previous Title(s):** N/A

**SYSTEMS ANALYST**

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**Revised Dates / Reason:** 05/11/2012 – Content and Format  
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**Previous Title(s):** N/A

**Approved By HR Director:**  
**Date Approved:**

*Linda Matthews*  
*May 14, 2012*