



Business Systems Analyst

Summary

Perform journey level structured systems analysis, design applications programming and implementation; install, configure, and troubleshoot networked applications; coordinate, design, and maintain the City's Inter- and Intranet web sites; support other Information Technology staff in performance of network operations.

Class Characteristics

Direction is provided by a higher level manager; responsibilities may include the direct or indirect supervision of support staff.

Essential Duties, Skills, and Demands of the Position

The duties, skills, and demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential duties, skills, and demands.

Duties:

Plan, design, implement, and maintain simple and complex interdepartmental applications and information systems.

Meet with department representatives to determine information management needs in order to develop computer system requirements.

Evaluate users' requests for new or modified computer programs to determine feasibility, costs and times required, compatibility with current system, and computer capabilities, and perform or oversee any enhancements or modifications.

Consult with users to identify current operating procedures and clarify solution objectives.

Facilitate research of available solutions and assist with the planning and procurement of technology related programs and services; participate in the development of Requests for Proposals; assist with the selection and oversight of consultants and vendors; implement solution in collaboration with the department.

Develop technical specification documents including data mapping, field, and file requirements; identify and coordinate resolution of issues and required modifications on proposed solutions; design documentation and workflow of new and existing system specifications for integration; coordinate requirement, priorities, and work between vendors.

Serve as project manager for modifications, interface programs, new systems, databases, and annual updates; develop project plans, timelines, and test scripts; prepare test data and lead testing efforts; evaluate test results and approve code changes for release into a production environment.

Assist with the development, preparation, and evaluation of Requests for Proposals and contracts associated with computerized system acquisitions; gather needs requirements and technical and vendor information; coordinate the review and approval of Requests for Proposals; assist with the evaluation of proposals and selection of vendor; assist with the preparation and approval of contracts; monitor contract compliance and maintenance agreements, as assigned.

Perform file extracts and data conversion for software; write and edit programs for accessing, linking, and populating databases; verify database integrity.

Analyze and evaluate vendor supplied software products in accordance with City requirements and specifications; recommend new or replacement products as appropriate; assist in or coordinate the acquisition, installation, and application of vendor products; assist in the evaluation and monitoring of software support contracts.

Develop custom, City-specific modifications for reporting, querying, and updating City databases.

Resolve daily operational and technical problems with City computers systems; identify system problems and develop and implement appropriate solutions.

Schedule and perform regular maintenance functions on databases and software to assure maximum performance and reliability.

Implement, evaluate, monitor, and maintain appropriate application security procedures in order to protect the integrity and confidentiality of City systems.

Plan, test, and implement database backup programs to ensure system recovery from serious failures.

Work closely with both technically proficient and non-proficient users to identify and provide for their computing needs; provide training on customized set-ups.

Perform database maintenance duties, including backup, restore, and schema changes, develop queries and reports, and recover from error conditions.

Formulate strategies and plans for enhancing and maintaining the City's Inter- and Intranet web sites; confer with departments to identify information that should be on sites; create enhancements, modifications, and updates to the web sites by reviewing existing pages and working with content owners to maintain integrity of web site content; manage links and cross-promotions with other sites; develop, research, layout, and write and edit new sections and features of the web sites to keep the presentation fresh.

Confer with members of the community who are experiencing problems accessing the City's web site; troubleshoot to fix problems or recommend other solutions; check reported bugs and problems and take appropriate corrective action.

Program and upload web pages by using web design software; determine appropriate compression techniques, resolutions, sizes, and color to ensure that images are delivered to the viewer at sufficiently high speed and quality.

Maintain cross-platform and cross-browser compatibility by testing pages in different browsers to maximize customer use.

Develop manuals, procedures, and instructions to provide reference for backup staff and to ensure that standards are maintained.

Serve as primary contact between internal customers and business system vendors.

Perform related duties as assigned.

Skills/Abilities:

Intermittently analyze work papers, reports, and special projects; identify and interpret technical and numerical information.

Observe and problem solves operational and technical policy and procedure issues; interpret and explain technical concepts to less knowledgeable individuals.

Identify and conceptualize user information needs; evaluate existing system software/hardware capabilities relative to those needs; and implement changes/adjustments or make recommendations as appropriate.

Assist in establishing standards for personal computer system resources; analyze and evaluate software and hardware products and upgrades; install, monitor, modify, and maintain system hardware and software; prepare complex computer programs for business applications.

Produce queries, reports, entry/update screens and web pages from within a variety of programming environments.

Develop and maintain the City's website.

Assist in and support device management; installation, upgrade, replacement, configuration, troubleshooting, and repair of network routers, switches, and network servers.

Train employees in the use of customized set-ups.

Effectively handle multiple assignments.

Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of the work.

Physical Demands and Work Environment:

While performing the duties of this job, the employee is regularly required to sit at a desk for long periods of time; intermittently stand, bend, squat, climb, kneel, and twist while working on computer equipment, peripherals, and other ancillary equipment; climb ladders; climb under desks; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use various hand tools and testing equipment in repair, adjustment, or problem

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identification of computers and related equipment; use telephone; write or use a keyboard to communicate through written means; and lift or carry weight of 50 pounds or less. The employee frequently (daily) works with use of vehicle. The employee is occasionally exposed to fumes or airborne particles. Requires the ability to work in an office environment where the noise level is usually moderate.

Qualifications

Knowledge of:

Principles and methods of systems analysis and their application in a municipal government setting.

Database theory and design.

Project management best practices.

Use and limitations of service requirements for client-server and web-based information systems.

Operating systems and software packages including Windows.

Application development environments – SQL, web programming techniques and practices.

Common application programming languages.

Assist in PC based desktop and network server hardware, configuration, maintenance, upgrade, troubleshooting, and repair.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Education and Experience

Any combination equivalent to the education and experience likely to provide the required knowledge and abilities would be qualifying. A typical way to gain such knowledge and abilities would be:

Education:

A Bachelor's degree from an accredited college or university with major course work in information systems, information technology, computer science, or a related field, OR thirty semester units in industry-specific course work or manufacturer (Cisco, Microsoft) certification.

Experience:

Two years of progressively responsible, journey level experience in a computer environment similar to that used by the City, including networked computers and database applications (such as SQL Server) systems, web-based and email-based applications, personal computers, and network systems.

Certifications/Licenses:

Possession of a valid California Class C driver's license.

Established: 06/19/06

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Department: Various

FLSA Status: Non-exempt