

CITY OF BELLINGHAM

CLASSIFICATION SPECIFICATION

CLASS TITLE: Department System Specialist

UNION: S&P

DEPARTMENT: Interdepartmental

SG:10

CS:N

FLSA:N

EEO4CODE:PR

NATURE OF WORK:

Applies a thorough knowledge of the needs of a business unit and knowledge of systems technology to provide a broad range of comprehensive applications support, technical support, and project management within a specific City department at the direction of Senior Department staff. Supervises Department technical support staff and coordinates all systems technology efforts for the Department. Coordinates Department technical work with ITSD and is subject to all City technology Policies and Procedures, as well as ITSD standards. Responsible for the availability of all critical systems in the Department. Serves as a Department representative for City wide technology efforts and a liaison to ITSD.

DISTINGUISHING CHARACTERISTICS:

The Department System Specialist's primary work effort is providing ongoing main support for one or more large and/or high risk software systems specific to an assigned City Department combined with technical support for all departmental systems and periodic assignments as project manager and technical lead for large and/or high risk system implementation projects or upgrades to existing systems within the Department.

Department System Specialists are distinguished from the Systems Analyst series classifications by the inclusion of general technical support for workstations and hardware devices for the Department. A Systems Analyst will only provide tier 2, expert technical support for workstation applications or application specific hardware devices.

A Systems Analyst I or II may be assigned to support systems from multiple City departments. A Systems Analyst I serves a smaller number of departments or supports fewer systems that are lower risk. The Systems Analyst II classification requires an understanding of the needs and requirements of multiple business functions, which may or may not be interrelated, and primarily supports enterprise software systems. A Systems Analyst II frequently serves as project manager and provides technical leadership for projects with participation by stakeholders from multiple City departments and responsibility for reconciling conflicting requirements for systems between Departments.

The Department System Specialist classification is distinguished from the Technical Support/Applications Support classification by a greater degree of complexity of work, a greater level of independence in decision-making exercised by incumbents and a greater degree of leadership provided by incumbents.

SUPERVISORY RELATIONSHIPS:

Reports to a senior manager, department director or designee. Works independently under general supervision and the guidance of applicable city, federal, state and local statutes, regulations, policies and procedures. May supervise lower classified staff, as assigned, or assign work to project team members.

ESSENTIAL FUNCTIONS:

1. Responsible for support and maintenance of a broad range of computer systems, programs and applications that impact critical department operations, functions and services.
2. Responsible for overall application system administration activities for the department, such as development, installation, upgrades, modifications, data integrity, security, technical support and troubleshooting. Evaluates current procedures and recommends changes and improvements. Analyzes on-going problems and recommends courses of action to address problems. Maintains a close working relationship with vendors to identify and solve problems with software systems. Troubleshoots problems and makes corrective changes to existing configurations through consultation with vendor. Attends user meetings with vendors as needed.
3. Provides and coordinates user training and support; develops documentation for user manuals.
4. Utilizes reporting tools to write and maintain a variety of reports or queries to inform department decision making and support business functions. Develops standard reports for ongoing department needs and ad hoc queries as needed, working with department staff to identify information requirements.
5. Participates in the development of overall department goals, objectives and priorities for the implementation or upgrade of systems; prepares and presents strategic technology plans; ensures that strategic plans are consistent with City plans and policies.
6. Develops an advanced knowledge of department business functions, information needs and workflow to plan, design and propose changes and improvements to internal systems. Analyzes user needs and develops system requirements.
7. Manages department technology budget. Oversees planning and procurement. Prepares requests for proposals; evaluate bids and make recommendations on vendor selection. Manages the work of outside consultants including selection, negotiating terms and conditions and authorizing work and payments; ensuring all activities are consistent with City standards and policies.
8. Manages assigned projects; evaluates system requirements; researches and develops information technology system solutions; conducts cost benefit analyses; develops project timelines and budgets, monitors project performance and compliance with applicable specifications, prepare and present project progress reports for department management, identifies problems and issues, recommends solutions and ensures quality and timeliness of work performed.
9. Implements large or complex computer software applications; design, configure and test system software; troubleshoot user software problems.
10. Coordinates with the City's Information Technology Services Department in planning, designing and implementing application databases, maintaining security and user access. Designs, creates and maintains physical objects including tables, files, libraries and indexes to support department computer applications using database management systems.
11. Coordinates with the City's Information Technology Department on all system implementations and enhancements to ensure that all hardware, software and system design practices comply with the City's Information Technology standards.

12. Assists department employees with problems experienced with word processing, spreadsheet, database management, desktop publishing and other software programs used by the department.

ADDITIONAL WORK PERFORMED:

1. Performs other related duties within the scope of the classification.

KNOWLEDGE AND SKILLS:

Technical:

Knowledge of:

- Knowledge of principles and techniques of analysis, design, development, and implementation of complex computer and communications systems in a complex network environment.
- Knowledge of ORACLE or Microsoft SQL Server database environments and the use of associated tools for integration development, database objects, and programming objects on critical systems.
- Knowledge of software application environments including multi-tier systems and client management technologies.
- Strong knowledge of the concepts involved in the operation of desktop computers; mobile devices; and peripherals; data communications and local area networks in a complex network environment.

Ability to:

- Extensive ability to provide detailed application support services such as report development, security administration, develop upgrade/ fix specifications, systems management and configuration, written and oral communications and training to end user departments on supported applications and tools, and management of vendor support.
- Develop a comprehensive business and technical knowledge of key City business software application packages supported by the ITSD department such as Financial, HR/Payroll, budget preparation, desktop office suites, and report development tools.
- Lead system application improvement and acquisition projects, including vendor management.
- Clearly communicate with City staff and provide presentations and recommendations to City leadership.
- Ability to expand on technical skills quickly.
- Ability to read and comprehend technical manuals and apply the contents to solving software and hardware problems.

Project Management and General:

Knowledge of:

- Principles and practices of project management and contract administration.
- Excellent project management skills including requirements gathering and analysis, work plan development, budget preparation and tracking, communications and coordination, and time and task management with employees at all levels of the organization and with outside vendors.
- City and departmental policies and procedures and the functions of City departments, standard City office operations and interdepartmental working relationships.
- Regulatory standards such as HIPAA, PCI DSS, and other applicable law or contractual agreements.
- Regulatory standards and requirements as applied to Payroll systems and processes.

- General accounting principles as applied to Financial systems and processes.

Ability to:

- Ensure data integrity, reliability, currency, accuracy, efficiency, and security.
- Oversee testing and change management coordination for complex system environments.
- Utilize current standard tools such as Application Programming Interface (API), Structured Query Language (SQL), Visual Basic (VB), and .Net, to develop integration and work flow on, and between systems.
- Provide excellent interpersonal skills for establishing and maintaining effective working relationships with City staff, department staff, and computer vendors.
- Provide excellent written and oral communication skills for documentation, software and services contracts, project documents, correspondence, presentations, and training.
- Maintain the absolute confidentiality of sensitive files, data and materials accessed, discussed, or observed while working with City staff.
- Organize, assign, oversee and evaluate the work of assigned staff.
- Work independently with minimal supervision.
- Provide excellent skills in planning, organizing, problem-solving, and time management.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Maintain consistent and punctual attendance.
- Physical ability to perform the essential functions of the job including:
 - Dexterity of hands and fingers to use a computer keyboard;
 - May need to sit or stand for long periods of time;
 - Near distance visual acuity to assure proper operation of computers and software;
 - Ability to exchange verbal information in person and by telephone;
 - Occasionally transport components weighing up to 25 pounds;

WORKING ENVIRONMENT:

Works extensively at a computer workstation, in an office environment, with frequent visits to customer work sites.

EXPERIENCE AND TRAINING REQUIREMENTS:

- BA or BS degree in computer science, information systems management, business computer programming or related field.
- Two years of increasingly responsible experience in the analysis, design, implementation, and support of complex applications required.
- Experience developing business reports in Crystal Report Developer or Microsoft SQL Reporting Services required.
- Experience in a leadership role in software acquisition project(s) or major systems upgrade project(s) required.
- Experience supporting applications that use either Oracle or MS SQL relational database management software preferred;
- Experience in a governmental setting preferred.
- A combination of experience and training that provides the applicant with the knowledge and skills to perform the job will be considered.

NECESSARY SPECIAL REQUIREMENT:

- Employment contingent upon passing a criminal conviction and local background check.
- Some positions may require a more stringent background check.

PREPARED BY: A. Sullivan
5/16

REVIEWED BY: _____

JOINT CLASSIFICATION COMMITTEE ADOPTION: _____ May 19, 2016