

City of Bellingham

Classification Specification

CLASS TITLE	Systems Analyst 1
DEPARTMENT	Information Technology Services
UNION:	231
SG:	S-8
CS:	N
FLSA:	N
EE04CODE:	PR

NATURE OF WORK:

Performs professional-level information systems work supporting, installing, troubleshooting, problem solving, analyzing and consulting in support of users and systems. Primary responsibilities include system administration, business system analysis, communicating with vendors, and coordinating or leading small to medium technology projects.

DISTINGUISHING CHARACTERISTICS:

This is the entry-level professional classification in the Systems Analyst series. Under general supervision, the Systems Analyst 1 applies consulting, troubleshooting, and problem solving skills to address standard problems and issues, or may serve as part of a problem-solving team. Incumbents of the Systems Analyst 1 classification are developing technical skills and knowledge of the system environment as well as an understanding of the needs and requirements of client business functions. The Systems Analyst 1 classification is distinguished from the Systems Analyst 2 by lesser complexity of work, lesser independence of decision-making and by responsibility for a limited number of systems or low risk systems. The Systems Analyst 2 typically exercises greater leadership, works with multiple highly complex systems and is assigned moderate to large projects in terms of risk and size that impact a major work group or business function.

SUPERVISORY RELATIONSHIPS:

Reports to Information Technology Service (ITSD) Department Director or various managers or supervisors depending upon department and program. Works independently under general supervision and the technical standards specified by ITSD. Also follows applicable City and department policies, procedures, and protocols. Work is periodically reviewed to verify compliance with policies, procedures, and standards. May supervise other staff. May take direction from, or consult with, senior staff.

ESSENTIAL FUNCTIONS:

1. Serves as a resource to users by advising on how to use systems, hardware, software, and programs.
2. Analyzes customers' service needs and equipment needs. Documents work flow and assists customers in defining needs/requirements and prioritizing needs. Discusses and

researches appropriate technology solutions to business function needs and requests. Develops strategies for use of technology with support of others. Coordinates technology and other resources as part of technology projects or programs.

3. Investigates, studies, extracts data, understands, and makes basic modifications to databases/systems.
4. Coordinates significant installations, moves, and changes. Identifies, tracks, and takes action to resolve problems. Installs system components or hardware and software.
5. Ensures proper maintenance of computer systems. Maintains appropriate documentation and error tracking. Reports recurring problems or trends that may reflect potential problem area to the Information Technology Services Director or department management.
6. May set up system access for end users; monitors reports, billings, and activity logs.
7. May administer assigned systems and be responsible for maintaining security of assigned systems.
8. Creates and supports operation of test environments for hardware and/or software.
9. Completes assigned pieces of projects in support of the project lead.
10. May coordinate small to medium-sized system projects that have low to moderate levels of risk to the organization. Conducts due diligence to assure that recommended solutions conform to technical standards, City policies and workflow requirements.
11. Takes trouble reports from end user customers, identifies and resolves standard technical problems. Communicates problems to vendors. Works with vendors to resolve and recommend solutions
12. Some positions in the classification supervise other staff.

ADDITIONAL WORK PERFORMED:

1. May occasionally lead or coordinate technology projects.
2. Performs other related duties within the scope of the classification.

KNOWLEDGE AND SKILLS:

- Thorough knowledge of computer systems, software, and operation of related hardware.
- Excellent oral and written communications skills and interpersonal skills for developing and maintaining effective working relationships with employees, other department and City personnel, citizens and vendors.
- Ability to plan, implement, and evaluate appropriate technology services within the parameters of budget and staff resources.

- Ability to participate as an effective team member with ITSD staff and other City employees.
- Good supervisory skills including the ability to plan and organize the work of others, and train employees in work processes and techniques.
- Knowledge of City personnel policies and procedures and labor contract provisions for the workgroup.
- Knowledge of departmental policies and procedures.
- Ability to read and comprehend technical manuals and apply their contents to solving software and hardware problems.
- Thorough knowledge of concepts involved in the operation of desktop computers, peripherals, data communications equipment, and networking.
- Willingness and ability to respond to evening and weekend callouts for system emergencies.
- Ability to recognize and troubleshoot computer operating system and hardware problems.
- Willingness to maintain absolute confidentiality of all information contained in files and documents processed, stored, and/or maintained by ITSD, regardless of the level of dissemination of such information by user departments.
- Knowledge of project management principles and City policies and procedures related to technology systems.
- Knowledge of systems analysis techniques and practices

WORKING ENVIRONMENT:

Works extensively at a computer workstation or console. Work is performed in an office environment with periodic visits to various department work sites. Occasionally performs work on computer cables in the ceiling or under desks and floors to troubleshoot and repair problems.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Bachelor's degree in computer science, information systems management, computer programming, mathematics, or related field.
- Two years of experience providing support of application software in a multi-user environment with progressive participation and responsibility in systems analysis, systems acquisition, or systems development projects.
- A combination of experience and training that provides the applicant with the knowledge and skills to perform the job will be considered.

NECESSARY SPECIAL REQUIREMENTS:

- Due to access to privileged information contained in the City's computer system, applicants must pass a Police Department criminal convictions records check prior to hire.
- Valid Washington State driver's license and good driving record. Must provide a three-year driving abstract prior to hire.
- Ability to respond to emergencies and work evenings and weekends when special circumstances requires it.

PREPARED BY: F. Anderson/ L. Hill
1/01

REVIEWED BY: _____
Marty Mulholland, Director
Information Technology
Services

REVISED BY: P. Lord/ L. Hill
5/03
L. Hill/L. Klemanski
1/04
M. Mulholland/L. Klemanski
4/04

JOINT CLASSIFICATION COMMITTEE ADOPTION: **June 19, 2004**