

City of Bellingham  
**Classification Specification**

<b>CLASS TITLE</b>	Systems Analyst 2
<b>DEPARTMENT</b>	Information Technology Services
<b>UNION:</b>	231
<b>SG:</b>	S-11
<b>CS:</b>	N
<b>FLSA:</b>	N
<b>EE04CODE:</b>	PR

**NATURE OF WORK:**

Provides professional-level systems administration and consultative support and/or development under minimal supervision. Concentrates efforts on highly complex systems including central applications such as payroll, financial, operational, or personnel systems. Performs technical evaluation, installation, maintenance, and support for a variety of computer applications software. Provides leadership and project management in researching and identifying appropriate technology solutions to business function needs and requests. Draws from expressed needs and solutions of clients at all levels of the organization regarding business procedures to develop a robust statement of need or requirement. Identifies, recommends and conducts due diligence on technology solutions for clients at all levels of the organization. Provides leadership in gaining the support of other resources.

**DISTINGUISHING CHARACTERISTICS:**

The Systems Analyst 2 classification is distinguished from the Systems Analyst 1 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. The Systems Analyst 2 has responsibility for more systems and/or higher risk systems than the Systems Analyst 1. The System Analyst 2 classification is independently responsible for projects, problem identification, and problem resolution within an area of responsibility. Assignments and projects handled at this level are characterized as moderate to large in size and risk, typically impacting a major work group or business function. The Systems Analyst 2 classification requires an understanding of the needs and requirements of multiple business functions, which may or may not be interrelated. System implementations may use a combination or variety of system technologies or methods

**SUPERVISORY RELATIONSHIPS:**

Reports to Information Technology Service Department (ITSD) Director. 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 consult with or take direction from senior staff to resolve complex problems.

## **ESSENTIAL FUNCTIONS:**

1. Regularly consults, advises on and recommends priorities for technical projects throughout the City.
2. Provides problem determination and resolution for business applications software. Resolution may include the need for producing scripts, utilities and/or complete programs. Develops or oversees development of design solutions.
3. Analyzes on-going problems with software used by clients. May design and/or recommend courses of action to supervisor to address problems. Uses a variety of system implementation and technology solutions to implement business function solutions
4. Regularly acts as technology advisor to clients on a broad range of business needs. Provides technical assistance and leadership in developing technical specifications for new software and hardware being considered by assigned City departments and in defining system requirements and bid proposals. Provides analysis of software and hardware systems and leads or assists with software and hardware selection process
5. Protects and advances the business needs of the City following best practices for technology contract negotiations. Reviews bids to ensure that vendors meet minimum requirements.
6. Stays current with developments, trends, and changes in applicable software for the clients served. Recommends upgrades, changes, and new software purchases to the appropriate department head in the above areas.
7. Evaluates, analyzes, understands, installs, troubleshoots and maintains complex software and hardware systems. Ensures integrity of applications.
8. Coordinates medium-sized to large system projects that have moderate to high levels of risk to the organization. Conducts due diligence to assure that recommended solutions conform to technical standards, City policies and workflow requirements.
9. 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.
10. Routinely leads or coordinates technology projects, utilizing project management principles. Involves other departments, as appropriate. Provides leadership in gaining needed support and resources.
11. Works with vendors to analyze and recommend system configuration and architecture. Ensures that the architecture is compatible with City standards or is acceptable by the ITSD Director as an alternative to current City standards.
12. Understands and implements system security. Administers user accounts and security groups for system applications.

Depending on area of responsibility, duties may include:

- Supervising the work of others;
- Developing workflow applications on groupware or other software platforms;
- Providing technical support for core financial or other similar systems;
- Administering decentralized application platforms; or,
- Developing City-wide standards for technology.

**ADDITIONAL WORK PERFORMED:**

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

**KNOWLEDGE AND SKILLS:**

- Extensive knowledge of complex 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 work independently with a minimum of supervision. Time management, problem-solving, and decision-making skills.
- Extensive understanding of the City's computer hardware and software and its function for effective user interface.
- Ability to design and specify highly complex databases and systems. Highly complex systems generally: support multiple users; perform significant business processing; contain a large number of unique tables; and, include a client server configuration with a web tool.
- Thorough knowledge of systems development life cycle.
- Knowledge of systems development practices and standards.
- Knowledge of systems selection and acquisition techniques; ability to prepare supporting materials including requests for information, requests for proposal, demonstration scripts, selection criteria, and contract documents.
- Knowledge of standard terms and negotiation of contracts related to technology systems and support.
- Ability and willingness to maintain the absolute confidentiality of sensitive files, data, and materials accessed, discussed or observed while working with City staff.
- 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 and department policies and procedures and labor contract provisions for the workgroup.
- Mechanical and technical ability to maintain and understand functions of computer hardware/software and to assist in identifying hardware/software malfunctions.
- Ability to read and comprehend technical manuals and apply their content to solving software and hardware problems.
- Knowledge of the functions of City departments, standard City office operations and procedures, interdepartmental working relationships, and City and State law governing work performed.

- Working knowledge of current, appropriate programming languages, tools, or utilities.
- Extensive knowledge of project management principles and City policies and practices.

**WORKING ENVIRONMENT:**

Work is performed in an office environment with periodic visits to various department work sites. Works extensively at a computer workstation. 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 system management, business computer programming, mathematics, or related field.
- Minimum of four years of experience, with two years primarily in a leadership role, providing systems analysis, systems support, systems acquisition services, or systems development for enterprise systems/applications.
- A combination of experience and training that provides the applicant with the knowledge and skills to perform the job will be considered.
- Preferred: Leadership experience in project management or systems development for a mission-critical or high-risk enterprise system.

**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.
- Some positions may require a valid Washington State Driver's License and good driving record. Must provide a three-year driving abstract prior to hire.

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

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4/04

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