

CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: Systems Analyst/Database Administrator **UNION:231**
CLASS TITLE: Systems Analyst 2 **SG:11**
DEPARTMENT: Information Technology Services Department **CS:N**
EEO4CODE:PR

JOB SUMMARY:

Position blends systems analyst and database analyst responsibilities. Performs administration of databases and applications to ensure availability and security. Analyzes business needs, procures, develops and implements software solutions to meet those needs. Develops scripts and reports to manipulate data as required by the end users. Develops or enhances applications as needed by end users. Provides advanced level support for database and enterprise systems to technical and end users. May act as project manager for software purchase and implementation or upgrade projects.

SUPERVISORY RELATIONSHIP:

This position reports to the Information Technology Services Director. Works independently in performing job duties. Works under applicable City and Departmental policies, procedures, and guidelines. Handles emergencies as directed by the Network Administrator or Information Technology Services Director. May supervise other staff.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Performs administration of City databases to ensure integrity, reliability, availability, accuracy, efficiency, and security; provide database management services including installation, maintenance, upgrades, and backups; provide technical and database-related services related to applications development, systems integration, and systems implementation.
2. Develops scripts and programs to automate importing/exporting and manipulation of data between various software systems to meet business needs. Develop or enhance systems as needed to meet business requirements.
3. Provides application support services such as report development, security administration, upgrade or fix specifications, written and oral communications and training to end user departments.
4. Performs detail-oriented analysis, testing, training, support work, and procedures development related to software systems performance or functionality. Maintains detailed records as appropriate. Prepares and maintains supplemental documentation for key City software applications. Performs installation of software upgrades and fixes.
5. May act as project manager for software purchase and implementation or upgrade projects. Plans, organizes, and develops project outline; communicates with team members; and acts as liaison between vendors and department stakeholders. Presents team recommendations to

Systems Steering Committee. Coordinates with staff and vendors during implementations and upgrades to resolve any issues.

6. Provides high quality, detailed consultation, technical support and trouble shooting for key City software applications. Evaluates current procedures and recommends changes and improvements. Provides business and technical expertise to City employees. Provides instruction on procedures and use of department software. 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.
7. Develops requests for information (RFI's) and requests for proposals (RFP's). Reviews responses to ensure that vendors meet minimum requirements, provides an analysis of software systems and assists with software selection processes. Performs cost-benefit analyses as needed. Recommends upgrades, changes and new software purchases to the Information Technology Services Department (ITSD) Director. Provides technical support to assigned City System Team(s) or project teams.
8. Works with other technical personnel to resolve 2nd tier and escalated problems and provide coordinated technical services for departments, IT staff and systems administrators.
9. Ensures data-integrity of centralized applications. Runs tests, locates errors, corrects problems and updates systems, databases and files to ensure proper system functionality.
10. As project leader, chair meetings and/or committees, prepare agendas, and coordinate project activities. Communicate project recommendations and/or status to City leaders at all levels of the organization.
11. Researches and recommends technology solutions including cost benefit analysis and budget information; maintains project budgets and related records.
12. Stays current with the IT industry to track developments and changes in database and server related hardware and software. Reviews and tests new hardware and software applications for potential use by City departments.

ADDITIONAL WORK PERFORMED:

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

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Application Support/Systems Analysis/Project Management

Knowledge of:

- Extensive knowledge of principles and techniques of analysis, design, development, and implementation of complex computer and communications systems in a complex network environment.
- Thorough knowledge of software applications environment including multi-tier systems, client management technologies

Skills:

- Good project management skills including budget preparation and tracking, communications coordination, and time and task management with employees at all levels of the organization and with outside vendors.

Ability to:

- Extensive ability to provide detailed application support services such as report development including use of Microsoft reporting services or crystal reports; security administration; develop upgrade/ fix specifications, delivery of written and oral communications and training to end user departments; develop ad hoc reports.
- Ability and willingness to develop comprehensive business and technical knowledge, including system administration or security administration, of key City business software application packages supported by the ITSD department such as Financial, HR/Payroll, public safety records management, permitting, SharePoint, etc.
- Ability to lead system application improvement and acquisition projects, including vendor management. Must be able to clearly communicate presentations and recommendations to City leadership.
- Ability to read, comprehend and apply knowledge from technical manuals and internet resources to solve software and hardware problems.

Database Administration/Technical:

Knowledge of:

- Extensive knowledge of working in an ORACLE and MSSQL Server database environment and associated tools for support of critical systems in a complex multi-server environment
- Extensive knowledge of sql, tsql, and pl-sql and related programming tools

Ability to:

- Ability to ensure database integrity, reliability, currency, accuracy, efficiency, and security in both ORACLE and MSSQL environments
- Ability to develop programs in other programming environments such as .NET; Ability to use and troubleshoot scripting languages such as Powershell
- Ability to integrate systems by developing scripts, views and triggers to perform complex manipulation, conversion or transformation of data.

General:

Knowledge of:

- Knowledge of City and departmental policies and procedures and the functions of City departments, standard City office operations and interdepartmental working relationships.

Skills:

- Excellent skills in planning, organizing, problem-solving, and time management.
- Excellent skills in project leadership and communication. The employee must have the ability to make decisions under broad guidelines, represent the City's needs to vendors and potential vendors, explore and evaluate future technical directions the City should consider.
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Ability to:

- Excellent interpersonal skills for establishing and maintaining effective working relationships with City staff, department staff, and computer vendors.

- Excellent written and oral communication skills for corresponding with City employees, vendors and for making presentations, recommendations, and for providing training.
- Ability to maintain the absolute confidentiality of sensitive files, data and materials accessed, discussed, or observed while working with City staff.
- Ability to demonstrate the public service competencies of service orientation, results orientation, and teamwork and cooperation.
- Ability to organize, assign, oversee and evaluate the work of assigned staff.
- Ability to work independently with minimal supervision.
- Ability to expand on technical skills quickly.
- Ability to maintain consistent and punctual attendance.
- Physical ability to perform the essential functions of the job including:
 - *Dexterity of hands and fingers to operate a computer keyboard;*
 - *Near distance visual acuity to assure proper operation of computers and software,*
 - *Ability to exchange verbal information in person and by telephone;*
 - *Lifting and moving components weighing up to 10 pounds;*
 - *Occasional work in confined spaces to pull cables and install other equipment*

WORKING ENVIRONMENT:

Works extensively at a computer workstation, in an office environment, with frequent visits to client departments.

EXPERIENCE AND TRAINING REQUIREMENTS:

- BA or BS degree in computer science, information systems management, business computer programming, or related field required.
- Four years of increasingly responsible experience in the analysis, design, implementation, and support of complex applications required.
- Technical requirements:
 - Four years of increasingly responsible experience in database administration in Oracle or MS SQL, and system analysis and integration required.
 - Experience administering Oracle databases strongly preferred
 - Database administration certification in either Oracle or MS SQL strongly preferred.
 - Experience in a leadership role in software acquisition project(s) and major systems upgrade project(s) preferred
 - Experience developing in an object oriented programming environment preferred
- Experience providing such work 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:

- 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.
- Willingness and ability to work extra hours or change hours as needed to do systems work outside of normal business hours.

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12/09

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6/2011

Joint Classification Committee Allocation _____