

CITY OF BELLINGHAM

JOB DESCRIPTION

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

JOB SUMMARY:

Performs technical evaluation, installation, integration, maintenance, and support for complex business applications software. The position focuses on business efficiency and system integrity in respect to the use of technology and coordinating the evaluation, implementation, administration, and support of enterprise and departmental software applications.

Work is characterized by the incumbent's leading role in project management, acquisition, implementation, and both technical and business-based support of key City software systems. Involves extensive analysis of existing systems, systems and technologies available on the market, formal or informal procurement processes including negotiation of contracts, coordination with vendor for implementation and training, assisting users in developing systems and/or specifying changes, writing and/or specifying conversions, and doing what is needed to develop and support computer systems to best meet the current and future needs of the City. Incumbent must be adept in the use of reporting and other development tools to improve applications or to distribute information from City applications. Concentrates efforts on applications such as the City's Payroll/HR systems, Financial, Budget Development, Cashiering, and/or Billing systems; support for other applications systems may be assigned. Provides backup support for other City applications.

The employee must demonstrate project leadership and excellent communication skills. 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 for the City to support complex business needs.

SUPERVISORY RELATIONSHIP:

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

ESSENTIAL FUNCTIONS OF THE JOB:

1. Serves as main analyst level technical resource for day-to-day operation of key business systems. Performs administration, testing, test coordination, change management, and maintenance of the assigned systems. Assignments will include several core City or Departmental business applications such as Payroll/Human Resource Information Systems, Financial, Budget, Purchasing, Inventory, Payment Processing, and Billing systems.
2. Acts as project manager and/or technical lead as assigned for software purchase and implementation or upgrade projects. Chairs meetings, prepares agendas, gathers project

requirements; identifies goals; develops project plans and documents; develops project budget requirements; communicates with team members; acts as liaison between vendors and the City; manages the execution of the project including management of project budget, purchasing, and expenditure approval; ensures creation of system documentation; and coordinates with staff and vendors to resolve project issues.

3. Provides high quality, detailed consultation, training, technical support, and trouble shooting for key City software applications. Analyzes and understands business systems, current practices, and challenges. Evaluates current procedures, identifies best practices, and recommends changes and improvements. Works with system stake holders and IT leadership to develop work plans, identify priorities, and establish timelines and goals. Provides business and technical expertise to City employees. Provides instruction on procedures and use of software. Analyzes on-going problems and recommends courses of action for both immediate and long term resolution. Provides coordination and communication with other Information Technology Services Department (ITSD) personnel related to systems changes and support requirements.
4. Maintains systems using standards-based methods based on best practices or as directed by ITSD policies and security practices, and consistent with regulatory standards such as Health Insurance Portability and Accountability Act (HIPAA) and Payment Card Industry Data Security Standard (PCI DSS).
5. 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.
6. Provides application support services such as report development, security administration, upgrade or fix specifications, written and oral communications and training to end users. 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.
7. Develops documents including requests for information (RFI's) and requests for proposals (RFP's). Contributes to the development of vendor services, system maintenance, and software license agreements. Ensures that all documents adhere to City and ITSD standards. Reviews bids to ensure that vendors meet minimum requirements, provides an analysis of software systems and manages software selection processes. Performs cost-benefit analyses as needed. Recommends upgrades, changes and new software purchases to the ITSD Director and Applications Manager. Provides technical support to assigned City System Team(s) or project teams.
8. Assists City employees with problems experienced with word processing, spreadsheet, database management, desktop publishing and other software programs supported by ITSD as they relate to interfacing with enterprise applications.
9. Works with other technical personnel to resolve problems or provide coordinated technical services for departments.

10. Ensures data-integrity of centralized applications. Runs tests, locates errors, corrects problems and updates files to ensure systems function properly together.

11. Stays current with developments and changes in systems technology. Reviews and tests new systems and technologies 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):

Systems Analysis/Technical:

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.
- Extensive 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.
- Thorough 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 coputers 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, mathematics, or related field.
- Four years of increasingly responsible experience in the analysis, design, implementation, and support of complex Finance and HR/Payroll applications required.
- Experience in a governmental setting preferred.
- Experience supporting applications that use either Oracle or MS SQL relational database management software required;
- Experience with both Oracle and MS SQL relational database management software, and middle tier tools preferred;
- Experience developing business reports in Crystal Report Developer or Microsoft SQL Reporting Services preferred;
- Experience in a leadership role in software acquisition project(s) or major systems upgrade project(s) required.
- Experience in the Project Manager role in core business system software acquisition projects 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.

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JOINT CLASSIFICATION COMMITTEE ALLOCATION: _____ September 5, 2005