

## CITY OF BELLINGHAM

### JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Web Systems Analyst</b>	<b>UNION:231</b>
<b>CLASS TITLE:</b>	<b>Systems Analyst 2</b>	<b>SG:11</b>
<b>DEPARTMENT:</b>	<b>Information Technology Services Department</b>	<b>CS:N</b>
		<b>FLSA:N</b>
		<b>EEO4CODE:PR</b>

#### **JOB SUMMARY:**

Performs technical evaluation, installation, maintenance, coordination, and support for complex web applications.

Work is characterized by the incumbent's leading role in acquisition, implementation, and both technical and business-based support of key City web-based software systems. Coordinates with City departments on planning, designing, organizing, developing, and maintaining consistency of web content. Administers web server(s). Collaborates with application/database/network technical staff to engineer and implement solutions. May acquire, configure, provide technical support for, and/or develop web-based solutions. 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 City's official web site and integrated applications; 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, and explore and evaluate future technical directions the City should consider.

#### **SUPERVISORY RELATIONSHIP:**

This position reports to the 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 or Information Technology Services Director. May supervise other staff.

#### **ESSENTIAL FUNCTIONS OF THE JOB:**

1. Provides high quality, detailed consultation, technical support and trouble shooting for the City's website. Evaluates current procedures and recommends changes and improvements. Provides instruction on procedures and use of department software. Implements time-sensitive updates to website information.
2. Designs and programs using web-based technologies and tools. Coordinates with City departments on planning, designing, organizing, developing, and maintaining consistent web content. Reviews work for quality control and consistency. Administers web server(s) and related systems.
3. Acts as project manager for software purchase and implementation 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.
4. As project leader, chairs meetings and/or committees, prepares agendas, and coordinates project activities. Communicates project recommendations and/or status to City leaders at all levels of the organization.
  5. Researches best practices and new web technologies for website enhancements including sound, video, animations, and other features. Creates and manipulates graphics for use on City website. Collaborates with application/database/network/technical staff to engineer and implement solutions.
  6. Provides application support services such as report development, security administration, upgrade or fix specifications, written and oral communications and training to end user departments.
  7. Develops standards and procedures for City websites and monitors compliance. Supports policy development and assists in planning and developing in web-related budget items.
  8. Reviews department submissions and collaborates with department to ensure that text and graphics are effective and professional.
  9. Maintains a close working relationship with vendors to identify and solve problems with software systems. Troubleshoots problems; makes corrective changes to existing configurations through consultation with vendor. Attends user meetings with vendors as needed.
  10. Develops requests for information (RFI's) and requests for proposals (RFP's). Reviews bids 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.
  11. 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.
  12. Researches and recommends technology solutions including budget information; maintains project budgets and related records.
  13. Stays current with developments and changes in the desktop computer and related hardware and applications software industry. 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):**

## Web/Systems Analysis/Technical:

- Considerable knowledge of web programming languages, web editing tools, and web server administration
- Extensive knowledge of web design and industry best practices
- Extensive knowledge of principles and techniques of analysis, design, development, and implementation of complex computer and communications systems in a complex network environment.
- Extensive ability to provide detailed application support services such as report development and security administration and to develop upgrade/fix specifications, written and oral communications, training to end user departments and ad hoc reports.
- Ability and willingness to develop a comprehensive business and technical knowledge of key City business software application packages supported by the ITSD department and likely to be utilized for web-based external or internal services such as Parks registration, permitting, utility, parking, HR/benefits, 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.
- Thorough knowledge of software applications environment including multi-tier systems and client management technologies
- Strong knowledge of the concepts involved in the operation of desktop computers; peripherals, including printers, plotters and modems; data communications and local area networks in a complex network environment.
- Strong knowledge of working in an ORACLE or SQL Server database environment
- 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:

- Excellent 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.

## General:

- Excellent written and oral communication skills for preparing web content, editing content for quality control, for corresponding with City employees and vendors and for making presentations and recommendations and for providing training.
- Excellent interpersonal skills for establishing and maintaining effective working relationships with City staff, department staff, and computer vendors.
- Maintains the absolute confidentiality of sensitive files, data and materials accessed, discussed, or observed while working with City staff.
- Demonstrates public service competencies of 1) service orientation, 2) results orientation, and 3) teamwork and cooperation.
- Ability to organize, assign, oversee and evaluate the work of assigned staff.
- Ability to work independently with minimal supervision.
- Excellent skills in planning, organizing, problem-solving, and time management.
- Knowledge of City and departmental policies and procedures and the functions of City departments, standard City office operations and interdepartmental working relationships.
- Visual abilities to include close, distance, color, and peripheral vision; depth perception; and the ability to adjust focus. Position also requires adequate hearing to distinguish sound quality.

**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 web design, software development, or systems analysis/project management supporting web-based applications in a complex business setting required. Experience providing such work in a governmental setting preferred.
- Experience supporting applications that use Oracle or MS SQL relational database management software required
- Experience in a leadership role in software acquisition project(s) or major systems upgrade project 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.
- Valid Washington State driver's license and good driving record. Must provide a three-year driving abstract prior to hire.

**PREPARED BY:** M. Mulholland  
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1/07

**REVIEWED BY:** \_\_\_\_\_  
Marty Mulholland  
Information Technology Services  
Department Director

**JOINT CLASSIFICATION COMMITTEE ALLOCATION:** \_\_\_\_\_ January 16, 2007