CITY OF KENT
POSITION DESCRIPTION

Position Inventory Number:_____

Classification Specification: SYSTEMS ANALYST_____

Salary Range: NR41 – Management Benefit Level C_____

Position Description: Junior Level Systems Analyst_____

Incumbent:_____ _____ _____

Location: Information Technology Department_____

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GENERAL PURPOSE:

Under the direction of the Systems Division Manager or designee, analyze, design, implement, document, and maintain various computer programs and network-based systems; assist customers, Information Technology (IT) staff, and City officials in meeting technological needs in the area of automation; coordinate work in conjunction with City departments, officials, IT staff, vendors and consultants.

Work is characterized by the incumbent's leading role in the implementation and support of City software systems. Assumes functional responsibility for moderately complex projects from development through completion. This may involve analysis of existing systems and databases, systems and technologies available on the market, assistance with formal or informal procurement processes, coordination with vendor for implementation and training, assisting customers in developing systems and/or specifying changes, writing conversions, and generally doing what is needed to implement computer systems which best meet the current and future needs of the City.

Work is performed under general supervision. Supervisor defines objectives, priorities, and deadlines; and assists incumbent with unusual situation, which do not have clear objectives or precedents. Incumbent plans and carries out assignments and handles problems and deviations in accordance with instructions, policies, procedures and/or accepted practices. Work is evaluated for technical soundness and conformity to practice and policy.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

> Maintain a leadership role in conducting needs analysis assessments with customers to determine City software requirements; communicate with customers to facilitate discussion and study use, application and enhancement of computer and communication systems; provide technical expertise and input.

> Perform project coordination duties which include working with vendors and City department personnel to develop a project statement of work; coordinating vendor and City department personnel to accomplish project tasks.

Perform a variety of technical duties related to the design, development, implementation, production support, system administration, database administration, and maintenance of moderately complex computer and information-related systems; provide vendors with design specifications as needed.

Coordinate and/or provide training to users, I.T. staff, and other department personnel in the use of computer systems and equipment.

Coordinate the transition of support responsibilities to support personnel.

Develop and maintain appropriate documentation, including necessary updates on City systems.

Communicate with officials, business community representatives, City department personnel, etc. on automation-related activities or projects.

Provide assistance to the Systems Division Manager; research new equipment and applications; assist with future growth plans; and provide recommendations and justification as requested.

Participate in and support team activities in a constructive, open and positive manner.

As project leader, chair meetings and/or committees, prepare agendas and coordinate project activities.

Prepare accurate and timely reports and other written documents as directed.

Become familiar with, follow, and actively support the mission, vision, values and behaviors statements of the City and departments.

PERIPHERAL DUTIES:

Attend meetings, training, conferences and seminars as appropriate to maintain current knowledge of technological advancements in the field and to maintain current understanding of department functions and programs, and represent the department as required.

Perform related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

KNOWLEDGE OF:
- Principles and techniques of analysis, design, development, and implementation of complex computer and communications systems
- Project management techniques
- Business needs analysis
- Fundamental techniques of programming and experience with programming languages, tools, report writers, SQL, etc.
- HTML, Java, Java-script, VB-Script, or Active Server Pages (ASP), or similar script language

- Web-enabled database applications
- Principles and concepts regarding development and maintenance of system documentation
- Multi-user/multi-tasking computer systems capabilities
- Relational database models and issues related to database maintenance
- Relational database management systems: experience using Oracle or Microsoft products preferred
- Capabilities and operations of computers and peripheral equipment including, but not limited to, minicomputers, PCs, terminals, printers, software, operating systems
- Microsoft Office Suite
- Network peripherals and equipment
- Current literature, trends, developments, and technical aspects in Information Services
- Oral and written communications skills
- Correct usage of English grammar, spelling, punctuation and vocabulary
- Interpersonal skills using tact, patience and courtesy
- Modern office practices, procedures and equipment
- Record-keeping techniques

SKILLED IN:
- Application of computer and communication systems analysis, design, and implementation practices and techniques to best meet the City's and customers' needs
- Application of computer programming languages, tools, report writers, SQL, etc.
- Application of HTML, Java, Java-script, VB-script, or Active Server Pages (ASP), or similar script language
- Using research and analytical methods, practices and procedures to define and resolve issues
- Training
- Communicating effectively both orally and in writing
- Using effective interpersonal skills with tact, patience, and courtesy
- Documenting systems design, procedures and applications

ABILITY TO:
- Evaluate user needs, system requirements, and cost effectiveness to develop cost-saving alternatives
- Provide technical expertise and assistance to the Systems Manager and user departments
- Learn computer software packages and adapt for specific customer application quickly and effectively
- Develop and maintain clear and concise user documentation
- Establish and maintain cooperative and effective working relationships with others
- Analyze situations accurately and adopt an effective course of action
- Work effectively on several projects concurrently
- Work independently with minimal direct supervision and make decisions within broad guidelines
- Plan and organize work to meet project schedules and time lines
- Work in a team environment to solve complex problems
- Train and provide work direction to others
- Make mathematical calculations as applicable

EDUCATION AND EXPERIENCE REQUIRED:

Education: Associate of Arts degree in Computer Science, MIS, or related field; a Bachelor's degree is highly desirable, and

Experience: A minimum of two (2) years of increasingly responsible experience in the analysis, design, implementation, and support of complex computer systems.

Or: In place of the above requirement, the incumbent may possess any combination of relevant education and experience which would demonstrate the individual's knowledge, skill and ability to perform the essential duties and responsibilities listed above.

LICENSES AND OTHER REQUIREMENTS:
- Municipal government business computer systems experience is desirable
- Knowledge of a minimum of one of the following major database management systems is required: Oracle or Microsoft SQL Server
- Knowledge and/or application experience with more than one of the above database management systems is desirable
- Experience in client server environment utilizing one of the above relational database management systems is highly desirable
- Experience in Internet-based application environment utilizing one of the above relational databases is highly desirable
- Valid Washington State Driver's License, or ability to obtain within 30 days of employment

MACHINES, TOOLS AND EQUIPMENT USED:

Typical business office machinery and equipment including, but not limited to, personal computers, minicomputers, printers, scanners, telephones, fax machine, copy machine, calculators, overhead projectors, and typewriters. May also be required to operate computer operations equipment.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an individual to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit for extended periods of time; use hands to finger, handle, or feel; and talk and hear. The employee frequently is required to type on keyboard for extended periods of time. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 40 pounds.

Specific vision abilities required by this job include close, distance, color, and peripheral vision; depth perception; and the ability to adjust focus.

WORKING CONDITIONS:

Work is performed in a typical Information Technology environment, which includes an office, a

technical workstation, a computer room with a controlled environment, as well as working with users on site.

While performing the duties of this job, the employee may be exposed to individuals who are irate or hostile; may occasionally work in high, precarious places while stepping on ladders or stepping stools; and is occasionally required to work in a cold, controlled environment in the computer room. The noise level in the work environment is usually moderate in the office and loud in the field or the computer room.

SIGNATURES:

Incumbent's Signature	Date	Supervisor's Signature	Date

Approval:

Department Director/Designee	Date	Employee Services Director/Designee	Date

** Note: This document will be reviewed and updated annually at the time of the employee's performance appraisal; when this position becomes vacant; or, if the duties of this position are changed significantly.

Revised: 02/06/08