APPLICATION SYSTEMS ANALYST

DEFINITION

Under general direction, performs a variety of professional systems analysis and computer programming work of a specialized or complex nature; ensures availability, performance and security of strategic and major information systems critical to District operations; oversees the installation, testing and implementation of major system upgrades or new systems; learns new technologies and evaluates their utility for the District; serves as a technical resource and provides advice to staff; assists with end user training and provides technical assistance during system implementation; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Administrative direction is given by the Director of Administrative Services.   No direct supervision of staff is exercised.

CLASS CHARACTERISTICS

This single-position professional class is characterized by a high degree of professional and technical knowledge and skill in business analysis and overseeing complex information technology projects. The incumbent is responsible for coordinating with District personnel at all levels for implementing, maintaining and enhancing major information systems. In addition to serving as the primary liaison between IT and staff personnel, the incumbent serves as the project manager who plans and oversees IT projects that may be large, broad in scope and impact, and involve complex business requirements and a diverse customer base, requires integration of different technologies and solutions , and have many critical dependencies. Work requires strong customer engagement competencies, business process analysis skills, and understanding of technology solutions and options.

EXAMPLES OF DUTIES (Illustrative Only)

➢ Responsible for maintenance and implementation of District software applications and support activities, including supporting business processes and objectives.
➢ Develop and implement strategic plans, policies and procedures, technical standards, methods and schedules for software applications.
➢ Evaluate and test system upgrades; install or upgrade software applications; and document testing for new and revised software applications.
➢ Oversee the development and modification of business processes to align them with best practices and optimize the use of District software applications.
➢ Evaluate user requirements and develop technical solutions.
➢ Resolve system issues related to data integrity for Assets, Locations, Classifications, Job Plans, Work Orders, Reports, and Queries.
➢ Perform analysis of existing business processes and make recommendation on alternatives to leverage maximum functionality and system performance.

- ➢ Develop, test, debug and deploy customizations and interface configurations to meet business needs.
- ➢ Administer integrations with other systems such as the enterprise Geographic Information System (GIS), Citiworks, utility billing and finance software Springbrook and others.
- ➢ Provide troubleshooting, support, and problem resolution for applications as required.
- ➢ Develops and produces ad hoc customized reports through the use of end user reporting tools, spreadsheets and or word processors.
- ➢ Performs and directs the control of system security, addition or deletion of employee ID's, changes to passwords, and maintenance of appropriate levels of system access and database update.
- ➢ Assist in preparation of project cost estimates and justification for new or enhanced system modifications.
- ➢ Maintains current knowledge in the field of Information Technology, Business Analysis, and Project Management.
- ➢ Performs the investigation of system-related problems including terminal breakdowns, expanded response times, and other ongoing system issues.
- ➢ Develops effective working relationships with end users and functions as the end users' representative on information technology.
- ➢ Performs related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of

- ➢ The principles involved in the design and development of mainframe terminals and personal computers in business or information systems applications, system analysis methods and business office procedure development techniques; information and data gathering and presentation techniques.
- ➢ Advanced programming techniques including integrated database management applications.
- ➢ Principles and procedures of quality assurance and security related to computer applications.
- ➢ Extensive knowledge of Microsoft Office products, e.g., work processing, spreadsheet, presentation, database, project planning, process modelling.
- ➢ Best practices in application systems development and network security.
- ➢ The use and operation of mainframe terminals and personal computers in business information systems applications; system analysis methods and business office procedure development techniques and information and data gathering.
- ➢ Appropriate computer programming languages used to run District applications.
- ➢ The functions and capabilities of various computer hardware and auxiliary and peripheral equipment.
- ➢ Current and emerging trends and developments in the information technology field.

Skill in:

- ➢ Designing the logic for individual programs and program systems.
- ➢ Facilitating the integration of systems in a user –friendly manner and conducting complex analysis studies.

➢ Troubleshooting computer software and hardware problems and resolving issues as appropriate.
➢ Identifying and communication the features, advantages and disadvantages of various software applications.
➢ Implementing best practices in application systems development and network security.
➢ Evaluating and testing software applications, compiling data and producing relevant reports.
➢ Responding in a timely manner to internal and external customer requests.
➢ Research, analyze and make recommendations using sound judgements within procedural guidelines.
➢ Written and verbal communication along with ability to present complex information through various forms of easily understood communications to most levels of business stakeholders, IT management, and other technical staff.
➢ Establishing and maintaining effective working relationships with personnel at all organizational levels including external customers and vendors.

Education:

Equivalent to graduation from an accredited four-year college or university with major course work in computer science, computer information systems, management information systems or related field. A Master's of Science in Information Technology with a concentration in database management or a MBA with a specialization in information technology management is highly desirable.

Experience:

Three (3) to five (5) years of IT experience with an emphasis on documenting business processes and system requirements including experience on multiple projects that have enterprise-wide impact and require subject matter expertise of process improvement areas and process improvement tools. Experience in the utilities industry or public sector highly desirable.

Physical Demands:

Must possess mobility to work in a standard office setting and use standard office equipment including a computer, vision to read printed materials and a computer screen and hearing and speech to communicate in person and over the telephone. Intermittently twist and reach equipment or supplies and frequently lift and carry CPU's, computer monitors and printers weighing up to 20 pounds and occasionally up to 50 pounds.

FLSA Status: **Non-exempt eligible for overtime**

Bargaining Unit: **MCWD Employees Association**