



Office of Human Resources  
IT Systems Analyst Staff - CI1717  
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### General Statement of Duties

Performs entry level professional work assisting in the analysis, refinement and documentation of the business requirements of City department and agency customers included in the development, implementation and production of integrated technology software systems. Assists in the creation of functional and technical specifications for systems to meet business requirements, while ensuring the integrity of the technical design process.

### Distinguishing Characteristics

This class is the entry level in the Information Technology Systems Analyst class series. It is distinguished from the next higher level, the standard or intermediate level – Associate Information Technology Systems Analyst – by the performance of entry level professional work.

All classes in this series are distinguished from the Business Analyst class by the nature of the knowledge requirements needed to successfully perform the assigned work. Positions in the Business Analyst class are responsible for performing business process analysis and redesign. By position, this class also documents the functional business requirements of an assigned business area for IT professionals engaged in applications development. Such positions may require a sophisticated user's knowledge of particular IT business applications and skill in using them, but they do not require broader technical knowledge of IT systems, concepts and methods.

Positions in the Information Technology Systems Analyst class series are assigned work for which technical knowledge of IT systems, technology development concepts and methods, enterprise resource planning (ERP) or other software solutions is required as well as knowledge of the concepts, methods and principles of business process analysis and redesign. Classes in the Information Technology Systems Analyst class series, in addition to writing functional specifications describing the business requirements of a particular area, lead the system logical design process, participate in the technical design of databases, programs and processes and produce documentation which includes technical design specifications for the development of business applications.

The Information Technology Systems Analyst class series is also distinguished from the Information Technology Developer class series and the Information Technology Systems Administrator class series. Classes in the Information Technology Developer class series are assigned professional programming responsibilities and/or non-programming responsibilities whose successful performance requires technical programming knowledge. Classes in the Information Technology Systems Administrator class series perform professional work installing, maintaining, modifying and testing computer network hardware and software.

### Level of Supervision Exercised

None

### Essential Duties

Assists in the planning and performance of business process analysis of business activities and functions in assigned departments and agencies and participates in the subsequent design and implementation or improvement of integrated technology solutions.

Performs specific duties as a member of cross-functional teams to address and analyze business requirements and automated systems issues, along with other developmental aspects of assigned projects.

Assists in performing requirements gathering, functional decomposition, workflow analyses and logical system design tasks necessary to provide a complete solution for resolving business problems and exploiting integrated technology opportunities. Depending on business areas, applications supported and applicable technologies, this assistance may include:

- performing assigned tasks related to packaged software gap analysis.
- performing assigned tasks related to system set up and configuration activities.
- performing assigned tasks related to work flow analysis and/or implementing workflow automation.
- performing assigned tasks related to designing/prototyping user interfaces.
- performing assigned tasks related to designing and creating reports or data marts.
- performing assigned tasks related to systems analysis and logical design activities such as data modeling, entity-relationship diagramming, CRUD (create, revise, update and delete) analysis and logical database design.
- performing assigned tasks related to object oriented analyses such as domain analysis, event lists, class models, business use cases and activity diagrams.
- creating technical design specifications.

Participates in and assists in coordinating the planning, development and implementation of automated business systems in an effort to align information technology solutions with customer business requirements and initiatives.

Assists in the identification of business application and integrated technology opportunities and solutions for resolving business problems.

Performs assigned tasks related to planning and executing unit, integration and acceptance testing; assists writing departmental and agency system documentation; assists in the development and writing of training documentation and participates in the training of department and agency customers.

Assists with the development of cost estimates, cost/benefit analyses and IT project justifications; assists with the development of funding requests and proposals.

Assists in identifying security and application access needs for department and agency customers; assists with the development of departmental and agency security definitions and profiles; and assists with the maintenance of security authorizations.

Participates in advising customers on best practices, application customizations and interface strategies.

Assists in designing customizations where needed in collaboration with the customer and the technical team.

Utilizes generic tools to analyze and manage data.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

## Competencies

**Customer Service** - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

**Reading** - Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Reasoning - Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Technical Competence – Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Technical Problem Solving - Troubleshoots, diagnoses, analyzes, and identifies system malfunctions to determine the source and cause of the problem.

Technology Application - Uses machines, tools, instruments, or equipment effectively; uses computers and computer applications to analyze and communicate information in the appropriate format.

Written Communication - Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

### Knowledge & Skills

None

### Education Requirement

Bachelor's Degree in Computer Science, Information Systems, Business Administration, Mathematics or a related field.

### Experience Requirement

None

### Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

### Licensure & Certification

None

### Working Environment

Handles absentee replacement on short notice.  
Occasional pressure due to multiple calls and inquiries.  
Pressure due to multiple calls and inquiries.  
Subject to long, irregular hours.  
Subject to many interruptions.  
Subject to pressure for multiple calls, inquiries, and interruptions.

### Level of Physical Demand

1-Sedentary (0-10 lbs.)

### Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Agility: bends, stretches, twists, or reaches out with the body, arms, or legs.  
 Balancing: maintaining body equilibrium to prevent falling over.  
 Carrying: transporting an object; usually by hand, arm, or shoulder.  
 Color vision: ability to distinguish and identify different colors.  
 Crawling: moving about on hands and knees or hands and feet.  
 Crouching: bending body downward and forward by bending legs.  
 Depth Perception: ability to judge distances and space relationships.  
 Eye/Hand/Foot Coordination: performing work through the use of two or more.  
 Feeling: perceiving attributes of objects by means of skin receptors.  
 Feeling: perceiving attributes of objects by means of spoken word.  
 Field of Vision: ability to adjust vision to bring objects into focus.  
 Field of Vision: ability to see peripherally.  
 Fine Dexterity: Coordinate eye-hand to operate a vehicle, reach, hold, grasp and turn objects.  
 Fingering: picking, pinching, or otherwise working with fingers.  
 Handling: seizing, holding, grasping, or otherwise working the hand(s).  
 Handling: seizing, holding, grasping, or otherwise working with fingers.  
 Hearing/Talking: Hear and determine direction of sound.  
 Hearing: perceiving the nature of sound by the ear.  
 Kneeling: bending legs to come to rest on one or both knees.  
 Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.  
 Mathematical reasoning  
 Memorization  
 Mental Demands: mathematical reasoning, memorization, oral comprehension, spatial orientation, and written comprehension.  
 Neck Flexion: Moving neck upward/downward.  
 Oral Comprehension  
 Pulling: Exerting force upon an object so that it is moving to the person  
 Pushing: exerting force upon an object so that the object is moving away from the person.  
 Reaching: extending the hand(s) and arm(s) in any direction.  
 Repetitive motions: Making frequent movements with a part of the body.  
 Sitting: remaining in the normal seated position.  
 Standing: remaining one one's feet in an upright position.  
 Stooping: Bending the body by bending the spine at the waist.  
 Talking: Expressing or exchanging ideas by means of spoken words  
 Vision Far acuity: ability to see clearly at 20 feet or more.  
 Vision Near acuity: ability to see clearly at 20 inches or less.  
 Vision: To observe animal behavior, read signs, and reading colors.  
 Walking: moving about on foot on uneven surfaces.  
 Walking: moving about on foot.  
 Written Comprehension.

### Background Check Requirement

Criminal Check  
 Education Check  
 By position, Motor Vehicle Record

### Assessment Requirement

None

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade: I-622**

**FLSA Code: N**

**Established Date: 9/21/2018**

**Established By: LS**

**Revised Date:**

**Revised By:**

**Class History:**