



June 2023
FLSA: Exempt

SENIOR SYSTEMS ANALYST

DEFINITION

Under general direction, provides professional level technical support, system implementation, maintenance, troubleshooting, and related services for the City's information technology systems; monitors system performance to ensure performance and reliability standards are met; responds to complex user support problems associated with the City's computers, hardware and software, telecommunication, security systems, infrastructure, and related equipment; performs the technical and complex tasks relative to information technology security, software and infrastructure, services and programs; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Information Technology Manager. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is the senior-level classification in the Information Technology series. Positions at this level are distinguished from the I/II-level by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. Work is normally reviewed upon completion and for overall results.

Positions in the Information Technology Analyst class series are flexibly staffed; positions at Senior Systems Analyst level are normally filled by advancement from the Information Technology Analyst I/II level; progression to the Senior Systems Analyst level is dependent on (i) management affirmation that the position is performing the full range of duties assigned to the classification; (ii) satisfactory work performance; (iii) the incumbent meeting the minimum qualifications for the classification including any licenses and certifications; and (iv) management approval for progression to the Senior Systems Analyst level.

TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Provides technical and analytical support for City technology programs in diverse capacities ranging from complex user support to technology system implementation, and administration; responds to client service issues using multiple diagnostic techniques; independently resolves issues or confers with colleagues and management on resolution options.
- Uses multiple devices to monitor systems evaluating reliability, conformance to performance metrics, and overall availability; implements, tests, and evaluates the effectiveness of solutions; assists in the development and implementation of technology related protocols, policies, procedures, and operating standards.

- Installs software patches and upgrades for assigned computer systems; maintains security; coordinates, troubleshoots, and cleans up viruses/malware on infected systems, and for incident responses to breaches in security; maintains logs and records.
- Installs hardware for servers; analyzes, modifies, tests, and debugs new and existing computer programs; configures printers and assists with administrative software applications and database support; troubleshoots problems with Local Area/Wide Area Networks (LAN/WAN) connections and corrects problems in network server operating systems, and server applications.
- Consults with management and staff for system needs, design, and operation; provides recommendations based upon research and analysis on existing and emerging technology, tools, and methodologies to enhance processes and/or workflow; assists with vendor negotiation on the terms, conditions and prices for hardware, software and services and obtains quotes.
- Identifies system deficiencies or additional resource requirements; develops and implements modified or enhanced systems, or collaborates with vendors on same, to increase their efficiency, reliability, and availability; implements, tests, and evaluates the effectiveness of solutions.
- Performs software applications research, development, conversion, installation, and maintenance projects; reviews, analyzes, streamlines, and documents business processes and relates them to application software; prepares recommendations for procedural and operational modifications to optimize internal and customer workflows; develops and implements automated processes, scripts, triggers, specialized views, and reports in response to user needs.
- Designs, creates, and runs reports used for business process analysis and decision-making; sets up report definitions and designs methods to import/export data; and designs and maintains database infrastructure; organizes and converts data into relational tables; maintains relational data models as new information and table structures are added.
- Ensures database security by preparing access and control policies and procedures and reviewing permissions on a regular basis; and monitors disaster recovery and backup processes and schedules; verifies that backups are successful and data can be recovered.
- Evaluates, recommends, installs, configures, supports, programs, and maintains a variety of network operating systems and solutions; monitors equipment functions and usability, reviews performance utilization; maintains systems to maximize availability and accessibility; modifies firewall, router, and network monitoring system configurations to enable new servers or applications.
- Implements, monitors, and maintains network security controls; configures and monitors security features and firewall rules; verifies and ensures proper user accessibility; identifies and addresses vulnerabilities; researches, recommends, and applies security updates; installs, configures, and maintains all network hardware, software, peripherals, and devices, including switches, routers, interfaces, wireless access points, servers, and firewalls, for functionality and security.
- Conducts research and stays current on new trends and innovative solutions for technology programs; recommends new technologies which would improve operational effectiveness or services.
- Writes and maintains user and technical operating instructions and documentation; prepares training materials and conducts formal and informal training programs; and advises on best practices.
- Observes and complies with City and mandated safety rules, regulations, and protocols.
- Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Operations, services, and activities of integrated information technology systems.
- Methods and techniques of evaluating business need requirements to provide technology solutions.
- Principles, methods, and techniques used in designing, developing, testing, and implementing information technology applications.
- Principles, practices, equipment and protocols for the design, installation and operation of data communications networks, and associated equipment and devices.

- Server based operating systems and desktop software applications including system standards, and protocols.
- Principles and practices of technology system security; database administration and management; network monitoring and administration.
- Methods and techniques of system and application integration; and website development and content management.
- Multiple programming languages used in departmental technology programs.
- Computer hardware and software systems similar to those being used in City departments, including business applications, operating systems, and network systems.
- Principles, practices, methods, and techniques of troubleshooting, diagnosing, and resolving hardware and software, and network/telecommunication system issues.
- Project planning, prioritizing, and scheduling techniques.
- Research techniques, methods, and procedures.
- Technical report writing practices and procedures.
- Principles and procedures of record-keeping and reporting.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Provide professional support to a diverse range of technology systems, hardware, and software.
- Analyze complex user problems, evaluate alternatives, and devise efficient, cost-effective, user-friendly solutions.
- Participate in the design, development, testing, and implementation of new technology systems.
- Take measures to ensure the integrity of system data.
- Implement database and/or system security measures.
- Design, develop, manage, and maintain web sites.
- Monitor systems operational effectiveness, reliability, or security vulnerability, and respond accordingly.
- Participate in the development and implementation of technology policies, procedures, and protocols.
- Utilize appropriate diagnostic and testing equipment to detect and resolve hardware and software issues.
- Plan, develop, and facilitate training.
- Prepare clear, concise, and accurate technical documentation, user guides, reports of work performed, and other written materials.
- Communicate complex technology issues clearly to non-technical parties.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner, organize own work, set priorities, and meet critical time deadlines.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the division and the City in meetings with individuals; governmental agencies; community groups; various business, professional, and regulatory organizations.
- Learn and understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.

- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to a bachelor's degree from an accredited college or university with major coursework in computer science, information technology, or a related field; and

Information Technology Analyst II: Four (4) years of increasingly responsible experience providing highly technical support to information systems in assigned program area.

Licenses and Certifications:

- Possession of, or the ability to obtain, a valid Class C California driver's license upon appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.