

**CITY OF GLENDALE**

<b>TITLE:</b>	<b>Systems Analyst</b>	<b>CLASS CODE:</b>	<b>275IS</b>
<b>REPORTS TO:</b>	<b>Senior Systems Analyst or Information Systems Manager</b>	<b>GRADE:</b>	<b>30</b>
<b>DEPARTMENT:</b>	<b>Information Systems</b>	<b>FLSA:</b>	<b>E</b>

**JOB SPECIFICATION DATE: July 1, 2005 bwg**

**JOB SUMMARY:**

Designs, implements, and maintains automated systems.

**ESSENTIAL FUNCTIONS:**

1. Reviews departmental systems and operations; analyzes the potential for automation through specialized programming, software packages, microcomputer applications or other means; prepares reports on findings.
2. Researches, analyzes and evaluates requests for new or improved automation systems; conducts feasibility studies.
3. Designs or re-designs, debugs, tests and implements complex computer applications to enhance performance or satisfy user requests.
4. Manages system development projects with in-house or consultant staff.
5. Performs maintenance support and project management on new or existing programs or systems.
6. Creates and tests new computer programs.
7. Provides technical assistance to City staff; solves user problems with existing automated systems.
8. Provides training to City staff regarding automated systems and programs.
9. Evaluates workflow and methods and recommends and implements appropriate automated systems and procedures.
10. Develops documentation of programs and systems for users and operations personnel including written instructions, listings, input and output data, manuals and forms.
11. Researches, evaluates and recommends application systems and software packages.

**SECONDARY FUNCTIONS:**

12. Provides technical support to City staff through help desk services.
13. Coordinates with vendors for product evaluations.
14. Performs other related duties as required.

## **KNOWLEDGE, SKILLS, ABILITIES:**

### **Knowledge of:**

Programming languages, automated systems, mainframe and microcomputers relative to area of assignment.

Modern computer system analysis, design, and integration.

On-line computer and data base applications.

Computer programming and coding methods and practices.

### **Skill in:**

Troubleshooting computer software problems.

Managing systems development projects.

### **Ability to:**

Review and analyze user requests; determine appropriate automation systems to meet their needs.

Develop and instruct training programs in automated systems, microcomputers, software applications and usage.

Conduct research, prepare reports and recommendations.

Establish and maintain effective working relationships with City staff.

Communicate effectively verbally and in writing.

## **WORKING CONDITIONS:**

Office setting.

## **MINIMUM QUALIFICATIONS:**

Bachelor's Degree in Information Systems or Computer Science or a related field and two years experience in computer programming and systems analysis and design.

Any equivalent combination of training and experience, which provides the required knowledge, skills, and abilities, is qualifying.

## **SPECIAL REQUIREMENTS:**

None.