

**CITY OF CONCORD
CLASS SPECIFICATION**

CLASS TITLE: SYSTEMS ANALYST II
DEPARTMENT: INFORMATION TECHNOLOGY
REPORTS TO: INFORMATION TECHNOLOGY DIRECTOR

JOB CODE: n/a
DATE: 2/08

JOB SUMMARY:

Designs, implements, maintains, and manages hardware and software applications.

ESSENTIAL JOB FUNCTIONS: (All responsibilities may not be performed by all incumbents).

Provides support for hardware and software applications used by the City. This includes: participates in review and analysis of hardware and packaged software; project management; analysis, design, development, testing, and modifying of internal developed applications; analysis, project management, implementation support, and testing of purchased applications; coordinates and supports the work of the internal Web team. Identifies Web software requirements, software testing and purchase recommendations.

Works closely with developers, software vendors, and end-users and may participate in vendor negotiations and coordinate or provide end user training.

Keeps abreast with current trends and developments in the industry, provides internal consulting and devises procedures and systems to meet administrative needs. Conducts research and development on new system concepts, makes recommendations to city departments and evaluates alternative methods of acquiring new and/or replacement systems.

Takes initiative in leading, developing and analyzing needs. Provides information, advice, feedback, or assistance to others within the department to refine work outputs or resolve problems.

Assists with daily IT operations; provides telephone and email support to City employees.

Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

Computers and Peripheral Devices General Office Equipment

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

Bachelors degree from an accredited institution in computer science or a related field; and, at least five years of system analysis and project management experience or any combination of education, training and experience which provides the required knowledge, skills, and abilities required for the job. Application and Web development experience preferred.

Any combination of education, training and experience which provides the required knowledge, skills and abilities required for the job.

Licenses and Certifications: (May not apply to all incumbents).

Drivers License.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Computer architecture, networks, and database concepts.

Principles and practices related to system analysis, project management, and application development.

System setup and software installation for both desktops and servers.

Internet/Intranet technology including all relevant hardware, software, and security.

Windows operating systems, database systems, and software applications.

Office terminology, procedures, and equipment.

Policies, functions, and administrative operations related to area of assignment.

Skill in:

Diagnosing, troubleshooting, and implementing solutions for hardware and software issues.

Keeping up with new concepts, skills, and evolving technology.

Writing clear concise documentation.

Mental and Physical Abilities to:

Prioritize tasks, meet deadlines, and perform a variety of tasks under pressure.

Read, analyze, and interpret technical and professional journals.

Define problems, collect data, establish facts, and draw conclusions.

Present information effectively in response to questions from end-users, vendors, or state and local agencies.

Perform duties while sitting, standing, or stooping.

Be well organized.

Climb ladders.

Have good people skills.

Uses tools or equipment requiring a high degree of dexterity.

Occasionally lift light or heavy objects.

Working Conditions:

Work is performed in an office.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.