

SYSTEMS ANALYST

MAJOR FUNCTION

This is technical and administrative work performing supervision of employees who analyze and evaluate present or proposed procedures and data to design computer-based solutions to business problems. Obtains detailed specifications from users to ascertain specific output information requirements. Employees perform essential functions as outlined herein according to assigned functional area.

ESSENTIAL FUNCTIONS

The following statements describe the principal functions of this job and its scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the work load.

- Devises complete computer system requirements and layout; develops major area of machine procedure and outlines computer instructions.
- Develops data verification methods and establishes standards for preparation of operating instructions.
- Supervises the installation and modification of computer systems; reviews equipment applications and determines feasibility concerning data processing programs.
- Plans, directs and supervises the development and preparation of detailed programs and the design of comprehensive flow charts and related material. Confers with subordinates on unusual and difficult procedures and offers advice and assistance as needed.
- Confers with departmental officials for preliminary determination of program feasibility; reviews existing procedures, and defines problem and machine capability.
- Responsible for administering a wide range of policies, rules and regulations as they apply to information systems activities, database administration, and systems integration.
- Responsible for coordinating technical aspects of the process, including the establishment of standards, instituting proper recovery systems, and general application support of all projects. Implements, maintains, and provides support for all file structures on all systems.
- Schedules work flow and develops programming techniques; prepares budget estimates for current and proposed projects. Performs systems analysis and codes programs using current programming techniques and standards.
- Prepares detailed flow-charts, diagrams, and specifications from which program will be written. Coordinates interface between programmers and users for all areas of County government.
- Provides internal and external user support. Resolves all problems as assigned and makes recommendations and reports any unresolved problems for resolution.

SECONDARY FUNCTIONS

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- Performs other tasks as assigned.

CUSTOMER SERVICE

This is a front-line position for providing excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person or by phone contact.

SUPERVISION

Direct supervision over a relatively small number of para-professional technical employees. Includes assigning, directing, evaluating, and reviewing work of subordinate employees. Responsibilities include providing on-the-job training; evaluating job performance; and planning, scheduling, and coordinating work operations.

EDUCATION, EXPERIENCE, LICENSES, CERTIFICATIONS

Education and Experience

Bachelor Degree from four year college or university with major course work in management information systems; with three years experience and training in analysis, programming, and computer operations, two of which must have been in a lead worker or supervisory capacity; or equivalent combination of education and experience. Formal training in current County programming languages is preferred.

Licenses

Valid Florida Driver License.

JOB SKILLS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the knowledge, skills, and ability required.

Language Skills

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills

- Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry.

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- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Problem Solving Ability

- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Develops plans, policies, specifications, programs continually.
- Functions independently as an expert in matters of specialized policy, analyses or complex technical systems.

Specialized Skills and Abilities

- Expert knowledge of various computer platforms as adopted by the County.
- Thorough knowledge of the object oriented language and database infrastructure adopted by the County.
- Considerable knowledge of local, wide, and wireless area networking fundamentals.
- Expertise in current systems and methodologies regarding relational database architecture, structure and design.
- Experience with programming in current commonly used languages, e.g., Delphi, Pascal or SQL applications.
- Ability to plan, schedule, coordinate, and review the work of subordinate technicians.
- Ability to communicate effectively and tactfully with department officials and other administrative personnel.
- Ability to organize material, analyze information, and develop appropriate recommendations.
- Ability to initiate and implement administrative procedures and evaluate their effectiveness.
- Ability to plan and prioritize work and meet multiple deadlines.
- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

Machines and Equipment

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This employee will be required to operate a computer, calculator, telephone, fax machine, copy machine, and other general office equipment in the completion of the tasks of the position.

PHYSICAL DEMANDS

While performing the duties of this job, the employee will occasionally be required to stand, walk, stoop, kneel, crouch, or crawl and taste or smell, and to lift up to fifty pounds; will regularly be required to talk or hear; and will frequently be required to sit, use hands to finger, handle, or feel, and reach with hands and arms. Vision requirements are close and color vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job in a typical indoors office environment. The noise level for this environment will be moderate.

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