



**CITY OF OVERLAND PARK - POSITION DESCRIPTION**

<b>TITLE:</b>	Systems Analyst	<b>BAND/LEVEL:</b>	Professional II
<b>DEPARTMENT:</b>	Information Technology	<b>JOB NO:</b>	2545
<b>DIVISION:</b>	Information Technology	<b>DATE:</b>	09/20/2018
<b>REPORTS TO:</b>	Manager, Applications & Development	<b>FLSA STATUS:</b>	Exempt
<b>FT/PT/SEASONAL:</b>	Full-Time	<b>COST CENTER:</b>	123
<b>REPLACES:</b>	Programmer/Analyst	<b>LAST REVISED DATE:</b>	12/01/2017

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**JOB SUMMARY STATEMENT:**

Monitors, administers, and troubleshoots commercial off the shelf information systems. Assists with configuration tasks as assigned by supervisor or manager of applications and development. Primarily supports one or more systems at the city (systems used by single departments or not critical to provide essential city services). Coordinates and manages project tasks as assigned. Assists in the development of requirements and specifications for configuration changes to off the shelf information systems. Writes, tests and maintains custom reports using standard business intelligence and report writing tools. Assists in the development of training materials and trains users in the use of off the shelf information systems. Writes, tests, and maintains database queries, procedures and views to support data analysis and data migration functions. Answers Help Desk phone calls as required.

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**DUTIES AND RESPONSIBILITIES:**

1. Monitors, administers and troubleshoots commercial off the shelf information systems. Coordinates network and other computer related work with other staff members.
2. Assists with configuration tasks for information systems.
3. Evaluates, gathers requirements, documents, designs, implements, and refines systems to meet city goals. Diagnoses, troubleshoots and documents related problems. Maintains timelines, assists stakeholders and monitors ongoing progress.
4. Assists in the development of project plans, time and cost estimates, implementation schedules, and project timelines.
5. Participates in the design and implementation (with developers) of integrations between city information systems.
6. Writes, tests and maintains custom reports using standard business intelligence and report writing tools and methods.
7. Conducts research; evaluates software, applications, tools, and hardware; and develops recommendations relating to software, hardware, applications, tools, and systems. Assists with the preparation and presentation of staff recommendations as required.
8. Writes, tests, and maintains database queries, procedures and views (e.g. SQL) to support data analysis and data migration functions.

9. Assists in the development of training materials and trains users in use of application software.
10. May work closely with outside agencies in the support of hosted applications and systems.
11. Completes scripting and minor customization assignments as necessary to support end-user needs of assigned systems.
12. Answers and responds to Help Desk phone calls as required. Troubleshoots and handles hardware and software issues.
13. Participates in on-call rotation and responsible for receiving after-hours calls.
14. Performs other duties as assigned.
15. The employee must work the days and hours necessary to perform all assigned responsibilities and tasks. Must be available (especially during regular business hours or shifts) to communicate with peers, subordinates, supervisors, customers, vendors and any other persons or organization with whom interaction is required to accomplish work and employer goals.
16. The employee must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.

## GENERAL QUALIFICATIONS

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### EDUCATION & SPECIAL LICENSE(S)/CERTIFICATIONS:

- Bachelor's degree in computer science, a related field, or an equivalent combination of formal education and work experience.
- **To comply with Kansas Criminal Justice Information System security requirements, must be at least 18 years of age.**

### EXPERIENCE:

- One to two years of experience in commercial off the shelf information system administration and support.
- Must also have a working knowledge of computer and network systems and office productivity software used by the City or an equivalent level of experience.

### SKILLS:

- Basic administration and troubleshooting knowledge of specifically assigned information systems or identical experience with different systems in the same domain.
- Basic domain knowledge in the business goals and objectives of the departments and systems assigned to support, e.g. basic knowledge of Public Safety domain if assigned to systems supporting Police Department.
- Basic understanding of relational database management system (RDBMS) concepts and usage as well as a working knowledge in writing SQL. Experience with one or more of the following: Microsoft SQL Server, Oracle or MySQL.
- Writes, tests and maintains custom reports using standard business intelligence and report writing tools and methods. Proficient in one or more of the following: Crystal Reports (BI), SQL Server Reporting Services (SSRS).
- Basic knowledge of coding constructs (if, else, loop).
- Ability to actively participate in business process/workflow mapping exercises.
- Computer hardware, network, and software skills.
- Strong analytical and research skills.
- Problem solving.
- Basic math concepts.
- Good oral and written communication skills and the ability to communicate and work effectively with managers, supervisors, vendors, and the various users supported by Information Technology.
- Reading.
- Good listening and organizational skills.
- Good human relations/interpersonal skills and the ability to work effectively with persons from other

- disciplines and departments.
- Attention to detail.
- Project management skills.
- Time management skills.

**MENTAL REQUIREMENTS:**

- Ability to work both independently and as a part of a team.
- Ability to prioritize work and multiple tasks.
- Ability to analyze basic and complex problems and recommend possible solutions and alternatives.
- Ability to meet deadlines.
- Ability to carry out assignments from written and oral instructions.
- Ability to train and guide others.
- Abstract and logical thinking and reasoning.
- Decision making ability.
- Ability to adapt to a changing environment and priorities.

**PHYSICAL REQUIREMENTS:**

- Ability to make and receive phone calls.
- Hand and eye coordination adequate for data entry.
- Visual stamina and acuity adequate to review alphanumeric data and to spend long periods looking at computer screen.

**SUPERVISORY RESPONSIBILITY (Direct & Indirect):**

- None.

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.