



CITY OF OVERLAND PARK - POSITION DESCRIPTION

TITLE:	Systems Analyst, Senior	BAND/LEVEL:	PROF III
DEPARTMENT:	Information Technology	JOB NO:	2540
DIVISION:	Information Technology	DATE:	09/20/2018
REPORTS TO:	Manager, Applications & Development	FLSA STATUS:	Exempt
FT/PT/SEASONAL:	Full-Time	COST CENTER:	123
REPLACES:	Programmer/Analyst, Senior	LAST REVISED DATE:	12/01/2017

JOB SUMMARY STATEMENT: Configures, monitors, administers, and troubleshoots commercial off the shelf information systems. Serves as lead analyst for one or more systems at the city (systems used by single departments or not critical to provide essential city services). Coordinates and manages projects as assigned and works with users to develop 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. Develops training materials and trains users in the use of off the shelf information systems. Answers Help Desk phone calls as required.

DUTIES AND RESPONSIBILITIES:

1. Configures, monitors, administers and troubleshoots commercial off the shelf information systems. Coordinates network and other computer related work with other staff members.
2. Serves as lead analyst for one or more information systems.
3. Develops project plans, time and cost estimates, implementation schedules, and project timelines.
4. Participates in the design and implementation (with developers) of integrations between city information systems.
5. Writes, tests and maintains custom reports using standard business intelligence and report writing tools and methods.
6. Conducts research; evaluates software, applications, tools, and hardware; and develops recommendations relating to software, hardware, applications, tools, and systems. Prepares and presents staff recommendations as required.
7. Develops training materials and trains users in use of application software.
8. Works closely with outside agencies in the support of hosted applications and systems.
9. Completes scripting and minor customization assignments as necessary to support end-user needs of assigned systems.
10. Answers and responds to Help Desk phone calls as required. Troubleshoots and handles hardware and software issues. Handles or consults on complex system or application problems.
11. Participates in on-call rotation and responsible for receiving after-hours calls.
12. Performs other duties as assigned.
13. 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.

14. 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

EDUCATION & SPECIAL LICENSE(S)/CERTIFICATIONS:

- Bachelor's degree in computer science, or 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:

- Three to seven years of experience in commercial off the shelf information system administration, configuration 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:

- Proficient in the configuration and administration of specifically assigned information systems or identical experience with different systems in the same domain.
- Good domain knowledge in the business goals and objectives of the departments and systems assigned to support, e.g. extensive knowledge of Public Safety domain if assigned to systems supporting Police Department.
- Good understanding of relational database management system (RDBMS) concepts and usage as well as proficiency 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).
- Proficient in conducting business process/workflow mapping exercises.
- Proficient in requirements gathering and documentation for system configuration decisions.
- 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.