

SYSTEMS ANALYST III

GRADE 37

FLSA Status: Exempt

GENERAL DEFINITION OF WORK:

Under general supervision, takes the lead in preparing comprehensive evaluations of existing or proposed computer based systems; performs systems analysis and/or project efforts involving computer based functional requirements; provides multiple solutions to business problems; develops test scripts and performs acceptance testing, documenting results; and does related work as required.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Analyzing needs and making recommendations; assisting in the design, development and testing of computer systems and programs; responsible for program management including oversight of project schedules, budgets and meeting facilitation; preparing proper operational and application related documentation; providing technical support; writing basic Crystal Reports; training users.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Assists in the preparation of detailed, comprehensive, technical and functional requirement studies; evaluating existing or proposed systems to assist in decision making.
- Works with users and developers to gather specifications for new applications as well as changes to existing applications.
- Acts as liaison between vendors and user departments and works collaboratively with individuals at all levels of the organization.
- Manages projects through full program life cycle; coordinates, leads, and documents project meetings and works with user departments to manage action items and timelines.
- Understands assigned business partners' functions and processes, proactively recognizes business problems and implements technology based solutions.
- Understands and furthers the IT department's overall vision and assists business partners in adopting applications and processes that work within that vision.
- Receives and troubleshoots problems across hardware, operating systems and applications.
- Assists with coordination between various departments during the implementation of projects to insure both inter-operability and common interfaces.
- Performs hardware and software installs as directed by Information Technology management.
- Coordinates, plans and executes vendor software and database system upgrades/patches at the direction of the software vendor.
- May perform general and preventative maintenance including backups and data restoration.
- Prepares detailed procedural documentation on use of various software applications as it relates to current uses.
- Coordinates/conducts in house training sessions and/or coordinates vendor training sessions for users. Assists with in-house training sessions.
- Assists with maintenance of County's internet and intranet websites; scans and formats images for websites; converts documents to web appropriate format; assists with the creation of databases and web applications that interact with databases.
- Assists in the preparation of short range and long range automation plans for the County Government.
- Develops and prepares system design documents at the system or subsystem level.
- Prepares program specifications, forms design, instruction, and/or procedure manuals as required.
- Performs related tasks as required.

KNOWLEDGE, SKILLS AND ABILITIES:

Comfort and facility with computers and software applications required. Strong written and oral communications skill, including tact required. Must be able to work independently. Must be able to work effectively with individuals at all levels with organization and be comfortable leading work groups. Must display organization, initiative, and independent judgement. In depth knowledge of principles of computer systems, procedures, analysis and some design; substantial knowledge of the capabilities of current programming languages and software packages; ability to analyze, evaluate functional requirements; design, install, maintain programs with the capability of developing solutions to problems; ability to assist in the development of the procedures for the performance of all municipal information services; ability to assist users in solving difficult hardware and application related problems; ability to train and provide support to computer users; ability to prepare reports and communicate technical information effectively both orally and in writing; ability to establish and maintain effective working relationships with associates and the general public.

EDUCATION AND EXPERIENCE:

Bachelor's degree in any field required, course work in computer science or related field preferred. Some experience working with IT applications and/or project management required. Experience creating Sharepoint applications or programming preferred. Experience designing, creating, and maintaining reports in SSRS or Crystal Reports strongly preferred. Experience building and maintaining SQL databases preferred.

PHYSICAL REQUIREMENTS:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires fingering, grasping and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

oral communications and/or to make fine distinctions in sound; visual acuity is required for depth perception, color perception, preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

SPECIAL REQUIREMENTS:

Possession of an appropriate driver's license valid in the Commonwealth of Virginia. Must pass a criminal background check and credit history check.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.