Town of Oro Valley Classification Description

Title: **POLICE SYSTEMS ANALYST**   Department: Police
Job Code: 1535   Salary Grade: 119
FLSA Status: Exempt

POSITION SUMMARY:

Works under general supervision, serves as a technical IT expert on law enforcement information systems. The Police Systems Analyst will be involved with new application evaluation and installations, existing application enhancements, applications integration, quality assurance testing, troubleshooting, report writing, and applications security processes. Responsible for working with specialized bureaus within the Police Department.

ESSENTIAL JOB FUNCTIONS:

A. Individually or as a project leader, consults with management and users to determine the needs of the system.
B. Designs systems to meet the business goals.
C. Specifies inputs and formatted outputs to meet user's needs.
D. Oversees implementation, coordinating tests and observing initiation of the system to validate performance.
E. Serves as technical lead on complex applications and maintenance assignments; works with department managers and key users to evaluate business process/technology alternatives and gain agreement on project design and systems deliverables.
F. Performs administrative functions on behalf of the Town's self-insured medical and prescription plan and complies with the Town's HIPAA Privacy Policies and Procedures, especially as it pertains to use and disclosure of Protected Health Information.
G. Evaluates, analyzes, and recommends new releases and enhancements to existing applications.
H. Uses SQL to develop reports to meet departmental needs.
I. Evaluates business processes and activities for assigned program responsibilities; recommends improvements and modifications; writes and modifies operating procedures.
J. Sets up security within applications as well as workstation and database security; sets up, monitors and troubleshoots processes.
K. Assists in the resolution of client services and police department related problems.
L. Assists with the implementation of vendor supplied upgrades and patches.
M. Works in conjunction with the Town IT Department in research and evaluation of new technologies, creating and monitoring fiscal resources as related to specific projects.
N. Assists with the set-up and on-going maintenance of record retention requirements.

O. Assists with user implementation of computer programs; provides customer training; prepares system, program and employee user guide documentation.
P. Trains Police Department employees on software and hardware.
Q. Performs administrative duties including the creation of performance reports and development of network and security standards, guidelines, and procedures.
R. Identifies improvement opportunities relating to tools, processes, procedures, installation, configuration and troubleshooting techniques.
S. Provides on-call support during non-business hours.
T. Performs other duties as required.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Expert knowledge and ability to conduct project management.
- Expert knowledge and ability to conduct in business process analysis.
- Knowledge of governmental business processes, policies, regulations, and concepts.
- Experience in the function of applications of Microsoft, iOS & OS X operating systems and servers.
- Skill in verbal and written communication.
- Skill in establishing and maintaining effective working relationships.
- Ability to solve complex problems with well-developed solutions.
- Ability to program in common database query languages; e.g. SQL.

MINIMUM QUALIFICATIONS:

- Bachelor's degree or equivalent experience in Information Technology related field.
- Five (5) years' experience in project management, software implementation, process mapping OR an equivalent combination of education and experience.
- Successfully complete background investigation.

ENVIRONMENTAL FACTORS and WORKING CONDITIONS:

- Work is performed in an indoor and outdoor environment.