



Town of Oro Valley Classification Description

Title: **SYSTEMS ANALYST**
Job Code: 1535
FLSA Status: Exempt

Department: Information Technology
Salary Grade: 119

POSITION SUMMARY:

Under general direction, serves as a technical IT expert on applications to help achieve strategic Town goals. The Systems Analyst will be involved with: new application evaluation and installations, existing application enhancements, applications integration, quality assurance testing, report writing, and applications security processes. Responsible for working with Town departments on business processes and their integration with large, complex, Town-wide or multi-department, applications.

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. Using techniques such as sampling, model building and structured analysis, to ensure solutions are efficient, cost-effective and financially feasible.
- E. Develop specifications, diagrams and flowcharts for stakeholders (technical and non-technical) to follow.
- F. Oversees implementation, coordinating tests and observing initiation of the system to validate performance.
- G. 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.
- H. Independently or working with department representatives: evaluates, analyzes, and recommends new releases and enhancements to existing applications.
- I. 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.
- J. Uses reporting tools e.g. SSRS, SSAS, SSIS, and common database query languages e.g. SQL to develop reports to meet departmental needs.
- K. Evaluates business processes and activities that relate to application functionality; recommends improvements and modifications; writes and modifies operating procedures.
- L. Sets up security within applications as well as workstation and database security; sets up, monitors and troubleshoots nightly processes.

- M. Prepares various reports, as required, including project schedules and updates, program manuals, charts and diagrams.
- N. Assists with user implementation of computer programs; provides customer training; prepares system, program and customer guides documentation.
- O. Trains Town employees on software and application usage; develops documentation of programs and systems for users and staff.
- P. Conducts complex systems analysis and design studies; prepares concept and design specifications and management reports.
- Q. Performs other duties as required.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of governmental business processes, policies, regulations, and concepts.
- Ability to solve complex problems with well-developed solutions.
- Ability to program in common database query languages e.g. SQL.
- Knowledge of networking systems and concepts.
- Knowledge of SDLC, Agile, Scrum, or similar industry standards for development and solution deployment.
- Knowledge and ability to conduct business process analysis using Lean, Six Sigma, or equivalent methodologies.

MINIMUM QUALIFICATIONS:

- Expert knowledge and ability to conduct project management in accordance with industry standards.
- Skilled in verbal and written communication on both technical and professional levels.
- Skilled in establishing and maintaining effective working relationships.
- A Bachelor's degree in Management Information Systems, Computer Science, Information Technology, or related field.
- Five (5) years' experience in project management, software implementation, process mapping OR an equivalent combination of education and experience.

ENVIRONMENTAL FACTORS and WORKING CONDITIONS:

- Work is performed in an indoor environment.