



## Town of Oro Valley Classification Description

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

Department: Innovation & 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:**

- Individually or as a project leader, consults with management and users to determine the needs of the system.
- Designs new digital solutions by analyzing requirements; constructing or acquiring workflow charts and diagrams; studying system capabilities; writing specifications.
- Determines operational objectives by studying business functions; gathering information; evaluating output requirements and formats. Uses techniques such as sampling, model building and structured analysis, to ensure solutions are efficient, cost-effective and financially feasible.
- Conducts complex systems analysis and design studies; prepares concept and design specifications and management reports.
- Serves as technical lead on complex applications and maintenance assignments; works with department managers and key users to evaluate project requirements by identifying project milestones, phases, and elements; forming project teams; establishing project budget requirements.
- Oversees implementation, coordinating tests and observing initiation of the system to validate performance.
- Monitors project progress by tracking activity; resolving problems; publishing progress reports; recommending actions.
- 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.
- Evaluates, analyzes, and recommends new releases and enhancements to existing applications; working independently or collaboratively with department representatives.

- Some positions in this classification use reporting tools e.g. SSRS, SSAS, SSIS, and common database query languages e.g. SQL to develop reports to meet departmental needs.
- Evaluates business processes and activities that relate to application functionality; recommends improvements and modifications; writes and modifies operating procedures.
- Sets up security within applications, workstations, and database systems using least access best practices.
- Prepares various reports, as required, including project schedules and updates, program manuals, charts and diagrams.
- Assists with user implementation of computer programs; ensures customer training; manages system setup; coordinates creation of training and support documentation.
- Trains Town employees on software and application usage; develops documentation requirements of programs and systems for users and staff.
- Performs other duties as required.
- Regular and reliable attendance; may work more than forty hours in a workweek without additional compensation to perform assigned job duties, including weekends, evenings, early morning hours, and holidays as required.

#### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of governmental business processes, policies, regulations, and concepts.
- Knowledge of system to system interfacing technologies e.g. webhook, xml, json.
- 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.
- 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.

#### **MINIMUM QUALIFICATIONS:**

- A Bachelor's degree in Management Information Systems, Computer Science, Information Technology, or related field; and
- 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.