

SYSTEMS ANALYST

DEPARTMENT : **INFORMATION TECHNOLOGY SERVICES**
WAGE RANGE :
FLSA : **EXEMPT**
CIVIL SERVICE : **INCLUDED**
BARGAINING UNIT : **AFSCME Local 1195**

GENERAL STATEMENT OF DUTIES

Technical position under the direction of the Technology Services Director. This position is responsible for implementing, maintaining and troubleshooting a wide variety of technical systems and applications. Duties include but are not limited to the following: analyzing current computerized systems, troubleshooting computer network infrastructure issues, training staff on the most efficient use of current systems, maintaining security and integrity of all systems and software. No supervisory responsibilities.

EXAMPLES OF ESSENTIAL FUNCTIONS **(Illustrative Only)**

These functions are considered essential for successful performance in this job classification.

1. Deploys, maintains and troubleshoots core business applications, including application servers, associated hardware, network switches, endpoints and databases.
2. Evaluates infrastructure to ensure it adequately meets the City's needs.
3. Coordinates hardware and software upgrades.
4. Trains end users on the standards and procedures necessary for the effective operation of technology in the City.
5. Evaluates current and future technology needs for IT and other City departments, including coordinating, planning and implementing all technology and support and recommending technology solutions.
6. Experience with Microsoft Access databases, design and administration, application programming using macros and Visual Basic helpful.
7. Assists in the administration of the City's LAN and WAN and ensures connectivity at all nodes.
8. Keeps up-to-date on information technology best practices and emerging technologies.
9. Works with vendors for installation and support of current and new applications and hardware.
10. Coordinates the implementation of best practices in the area of information and network security.
11. Works independently and with others with limited supervision.
12. Regular attendance on the job and at the work site is required.
13. Performs all work duties and activities in accordance with OSHA, City and Information Technology Services policies, procedures and safety practices.
14. Performs other duties as assigned by Technology Services Director.

REQUIRED KNOWLEDGE & ABILITIES

1. Ability to successfully assess and apply best

practices and current technologies to enhance the attainment of the City's technology objectives.

2. Ability to balance several job functions at one time and plan, organize and prioritize assignments; ability to meet deadlines.
3. Ability to work in a team environment to achieve the current and future technology goals of the City.
4. Ability to recognize sensitive issues and maintain confidentiality.
5. Current knowledge of information technology best practices.
6. Knowledge of database processing, telecommunications systems, server infrastructure and LAN/WAN networking configurations.
7. Knowledge of Visual Basic and Access database macros helpful.
8. Ability to work independently with minimum supervision.
9. Ability to communicate clearly and concisely orally and in writing, analyze and interpret data, review materials on a variety of technology issues, give recommendations and respond to questions and concerns from City employees in a clear, concise and easily understandable manner.
10. Ability to establish and maintain effective working relationships with City staff.
11. Ability to work with people from a broad variety of social, economic, racial, ethnic and educational backgrounds.

ACCEPTABLE EXPERIENCE & TRAINING

1. Bachelor's Degree from an accredited college or university in management information systems or computer science with a technology emphasis or closely related

field with minimum of 1-year experience.

OR

Any equivalent combination of education and experience that provides the knowledge, skills and abilities necessary to perform the essential functions of the position.

2. Experience with technology best practices.
3. Experience interacting with a diverse group of individuals.
4. Experience analyzing technical requirements to appropriately plan for and address technology needs.
5. Experience with information systems, productivity applications, TCP/IP networks and other relevant technologies.
6. Project management experience helpful.

ESSENTIAL PHYSICAL ABILITIES

The following physical abilities are required with or without reasonable accommodation.

1. Sufficient speech and hearing that permits the employee to communicate effectively with staff, coworkers, elected officials and vendors in person or by telephone.
2. Sufficient personal mobility that permits the employee to operate a passenger vehicle safely and travel from City Hall to other City departments at various locations around the City.
3. Sufficient vision to perform work on a personal computer and perform other technical and administrative responsibilities.

MISCELLANEOUS

1. Must comply with City of Waterloo Residency Policy for Critical Employees (physically reside within ten-mile radius of Waterloo City Hall-will be given reasonable compliance period as determined by department head).

2. The City of Waterloo will conduct a background investigation including education, employment and criminal history checks on any applicant being considered for this position.
3. Following a conditional offer of employment, the City of Waterloo reserves the right to require a physical examination and a drug test by a physician of the City's choice to determine if an applicant is capable of performing the essential functions of the position.
4. Must submit to and successfully pass panel interview and subsequent interview(s) by the Technology Directory or his designee(s).

WORK SCHEDULE

Will generally work Monday-Friday, 8:00 a.m.-5:00 p.m. but may be required to work outside of normal business hours to perform technology changes, updates or special projects. Will occasionally travel for meetings or conferences.

ORAL EXAMINATION

All qualified candidates who apply by the deadline date will be required to appear before an interview panel consisting of a minimum of three people who have expertise in the areas being tested. An individual must receive a minimum average score of sixty points out of one hundred to achieve a passing score on the interview. The top applicants, as ranked

by their scores on the interview, will be the individuals placed on the certified list. Applicants who qualify as outlined and are full time regular employees of the City of Waterloo shall have one additional point per full year of employment up to a maximum of five points added to their final score. Honorably discharged men and women from the military or naval forces of the United States who qualify per provisions of Chapter 35 of the Code of Iowa and who are citizens and residents of the United States shall have five additional points added to their final score upon submission of their DD214 or ten points added if they were awarded a Purple Heart or have a service connected disability. Employment is contingent on possession of a good driving record based on City of Waterloo driver performance criteria and passing a post job offer physical and drug test.

ORAL EXAMINATION DATE

All qualified candidates who apply by the deadline date will be notified of the time, place and date of the oral examination.

**Minority, female & disabled candidates are
encouraged to apply.
A.A./E.E.O.**

SYSTEMS ANALYST DESCRIPTION 21 January 2021