

## City of Portland

### Systems Analyst

**PAY GRADE: 57**

**CLASS CODE: 30003950**

**EFFECTIVE: December 13, 2018**

#### **General Summary**

Reports to a Manager, or other management-level position. Under general supervision, provides confidential consulting services, project management, and performs professional, technical, and analytical duties related to the operation, maintenance, and enhancement of Citywide or Bureau-/Office-specific information systems.

Responsibilities include: analyzing and providing resolution of business process or software configuration issues; conducting business process analysis; designing and implementing process improvements; configuring complex system changes in various business applications; testing configurations and troubleshooting process issues; contributing to the maintenance, operation, and development of Citywide or Bureau-/Office-specific information systems and business processes.

#### **Distinguishing Characteristics**

Systems Analyst is the first of two classifications in the Systems Analyst series.

Systems Analyst is distinguished from Systems Analyst, Senior in that the latter is required to possess advanced knowledge of software systems and business processes, frequently serves in a leadership role over larger projects and may supervise employees.

Systems Analyst is distinguished from Business Systems Analyst II in that the former is responsible for providing data and analysis that is used by management in collective bargaining and for executive decision-making, strategic planning, and policy implementation and may supervise employees.

Systems Analyst is distinguished from the Applications Analyst series in that the former do not perform applications programming functions.

#### **Typical Duties/Examples of Work**

Depending on the assignment, the incumbent may perform a combination of some or all of the following duties, and perform related duties, as assigned.

General Duties:

1. Assist and act in a confidential capacity to individuals who formulate, determine and effectuate management policies in the area of collective bargaining.
2. Provide support for software configuration and functionality; perform complex business analysis and configuration; monitor and apply regulatory and legal changes that affect business processes and software functionality; analyze and document processes and procedures for software applications.
3. Design and develop new or enhanced systems and processes; evaluate design and technology alternatives; evaluate vendor product packages and determine their fit with Bureau/Office requirements; recommend hardware, network, and software requirements and write specification documents.

4. Design, test, and implement complex configuration changes to business applications to meet end user requirements; gather and document software requirements; assist customers with business process design; perform independent research to identify solutions; review current configurations; determine workable solutions; consult with stakeholders to determine impact of proposed configuration changes; design testing scenarios; provide assistance with cost benefit analyses.
5. Respond to change requests; analyze business rules, processes, and data requirements; identify and analyze complex, ambiguous, or conflicting work processes; research solutions and resources; translate business requirements into configuration designs; troubleshoot and resolve post-implementation configuration issues.
6. Provide ongoing functional support for system applications; troubleshoot and resolve reported problems; track issues and document solutions; design reports; identify trends in end user issues; initiate training and other solutions to improve user performance; consult with stakeholders on training materials; write and maintain training content.
7. Consult with management-level staff, end users, other staff, and outside agencies regarding business needs, software solutions, and best practices; write and coordinate business cases, gather requirements, and complete gap analyses; research technical and functional solutions; evaluate processes in relationship to business needs.
8. Serve as technical and functional lead over one or more software applications and assigned staff; plan, prioritize, delegate, and review the work of staff; track issues, assist staff with complex process and configuration analyses.
9. Anticipate future system needs; ensure documentation of system operations, changes, maintenance, and rules; seek opportunities to improve efficiencies.
10. Research, evaluate, implement, and administer third-party software tools to enhance software functionality and streamline business processes; collaborate with system vendors to identify and resolve technical issues; recommend changes and system updates.

### **Supervision Received and Exercised**

The work of this classification is performed under general supervision by an Enterprise Business Solutions Manager, Manager, or other management-level position.

This classification has no supervisory responsibilities but may lead the work of a small to moderate size team.

### **Required Knowledge, Skills and Abilities**

1. Advanced knowledge of methods and techniques used in the installation, troubleshooting, upgrading, and problem resolution of software and other information systems.
2. Knowledge of business functions and relevant statutes, policies, regulations, and ordinances, and the ability to analyze, interpret, explain, and apply them.
3. Knowledge of principles, practices, and techniques of systems analysis, and information technology and communications systems management, including application design, hardware and software applications, and equipment.

4. Knowledge of and ability to apply principles, tools, and techniques for information technology project planning and management.
5. Ability to design, test, implement, manage, and support complex technology solutions.
6. Ability to develop and deliver end user training.
7. Ability to communicate effectively, both verbally and in writing; present information, proposals, and recommendations clearly and persuasively.
8. Ability to apply analytic and problem-solving skills to develop sound, well-reasoned decisions, conclusions, and recommendations.
9. Ability to establish and maintain effective working relationships with those contacted in the course of work; demonstrate tact, diplomacy, and patience, and gain cooperation through discussion and collaboration.
10. Ability to analyze customer business, communication, and information technology needs; identify alternative technological approaches; develop integrated, efficient, and cost-effective implementation plans.

#### **Required Minimum Qualifications**

Any combination of education and experience that is equivalent to the following minimum qualifications is acceptable.

**Education/Training:** Bachelor's degree from an accredited college or university with major course work in business administration, information technology, computer science, or related field;

AND

**Experience:** Four (4) years of progressively responsible experience with business systems analysis, including information system development, system configuration, business process analysis, and project management.

#### **Special Requirements and/or Qualifications:**

Specific experience or qualifications may be required for certain positions.

#### **Preferred Qualifications:**

Experience working for a public agency.

Project Management Institute Professional in Business Analysis (PMI PBA)

International Institute of Business Analysis - Certification of Competency in Business Analysis (CCBA)

FLSA Status: Exempt

HISTORY

Adopted 12/13/2018

Revision Dates:

3/9/2022 – Updated to change title, reflect confidential status