

## **CLASS SPECIFICATION**

### **Senior Information Systems Analyst**

**Code Number:** \_\_\_\_\_

## **GENERAL PURPOSE**

Under general supervision, individually or as a project team member, identifies end user system requirements and evaluates software packages; designs, codes, tests and documents software applications; trains and assists end users in implementing new applications; performs basic systems administration functions and troubleshoots systems and software problems; provides second level help desk services; and performs related duties as assigned.

## **DISTINGUISHING CHARACTERISTICS**

Senior Information Systems Analysts perform a variety of applications development, systems administration, help desk support and PC/client server applications development and implementation services, requiring a significant degree of independent action and decision making to meet Commission requirements for effective and efficiently designed information systems. Work is typically assigned or approved by the section head. Supervision of work assigned varies from limited to moderate, depending on the size, scope and complexity of the application/modification being developed and the individual analyst's experience.

Senior Information Systems Analyst is distinguished from Senior Systems/Database Administrator by the Senior Systems/Database Administrator's overall responsibility for administration of the Commission's operating and network system infrastructure and by the level of technical complexity of the work performed.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

Individually or as a team member, works on and is responsible for applications development, conversion, installation and/or maintenance projects; meets with users; plans, organizes and defines project requirements, methods and end objectives; coordinates project activities with team members, other section staff, user representatives and outside vendors.

Interviews, analyzes and documents end user work processes and systems requirements; develops or refines system specifications; evaluates and tests vendor software packages for conformance with user requirements and priorities.

Translates system specifications into logical processes to prepare detailed system designs or enhancements; develops business entity and data flow diagrams; analyzes and evaluates program code to identify appropriate modification and enhancement requirements; using applicable programming languages, writes and edits program code for applications or enhancements; maintains and updates database files and tables; designs subsystem interfaces to capture current data and update databases; writes requirements definitions for data conversion programs.

Develops and executes system test plans to ensure application performance conforms to specifications; modifies programs to correct errors and optimize system performance and cost-effectiveness.

Develops software documentation and user training materials; trains and works with users in implementing new applications or systems enhancements.

Develops and conducts training classes for users on software packages; develops course outlines and instructional materials.

Performs systems administration functions; configures and installs software upgrades, making program modifications as necessary to meet user requirements; performs system and network configuration modifications and fixes to correct and optimize system performance; troubleshoots system problems and performs problem determination and resolution.

Performs second-level help desk support, diagnosing and resolving hardware, network and software problems escalated from the Information Systems Technician.

## **OTHER DUTIES**

Works with the Senior Systems/Database Administrator in the design, implementation, maintenance and support of the Commission's intranet.

Provides backup to the Senior Systems/Database Administrator in carrying out technical systems and database responsibilities.

May perform hardware installation and support functions.

## **DESIRED MINIMUM QUALIFICATIONS**

### **Knowledge of:**

Applications development principles, techniques and procedures for business and technical systems, including systems analysis and design principles and systems development methodologies to ensure efficient systems operation and maintenance; database design concepts; standard programming languages and utilities similar to those used by the Commission; standard software development tools and utilities; principles, methods and techniques in the design and operation of information systems for standard computer platforms and peripherals; basic functions, capabilities, characteristics, and limitations of standard computer hardware and related equipment; principles, practices and methods of systems administration and maintenance; network architecture and principles of communications and connectivity; basic accounting, statistical, business and office procedures commonly supported by software applications.

### **Ability to:**

Understand and apply user systems specifications in performing systems evaluation, design and programming; complete project responsibilities and programming assignments efficiently and in accordance with Commission quality standards; organize and plan applications development, enhancement and maintenance projects; prepare clear and concise program documentation, user procedures, reports of work performed, and other written materials; make sound independent decisions within established guidelines; perform equipment and software configurations accurately and efficiently; troubleshoot hardware, network and software problems and make or recommend modifications and fixes; understand and follow written and oral work instructions; communicate clearly and concisely, orally and in writing; work collaboratively and effectively as a team member; establish and maintain effective working relationships with end users, vendors and others encountered in the course of work.

### **Training and Experience:**

A typical way of obtaining the knowledges, skills and abilities outlined above is graduation from a college or university with a major in computer science, mathematics or a closely related field; and at least one year of experience at the level of Information Systems Analyst in systems analysis, development and administration; or an equivalent combination of training and experience.

## **PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Physical Demands**

While performing the duties of this class, employees are regularly required to sit; talk and hear, in person and by telephone; use hands repetitively to finger, handle, feel or operate computers and other standard office equipment; and reach with hands or arms. Employees are frequently required to walk and stand and occasionally lifts up to 50 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

### **Mental Demands**

While performing the duties of this class, employees are regularly required to use oral and written communication skills; read and interpret data, information and documents; analyze and solve problems; use math and mathematical reasoning; learn and apply new skills or information; perform highly detailed work on multiple concurrent tasks; work under changing deadlines with frequent interruptions; work effectively as a team member; and interact with Commission end users, employees, vendors and other encountered in the course of work.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions, and the noise level is moderately quiet.