



SYSTEMS ANALYST I/II

DEFINITION

To perform a variety of technical work in the analysis, design, development, implementation, testing, installation, and maintenance of information technology systems. To consult with customers to collect and document requirements and needs. To do related work as required.

DISTINGUISHING CHARACTERISTICS

Systems Analyst I - This is the entry level class in the Systems Analyst series. This class is distinguished from the Systems Analyst II by the performance of assignments that usually fit a pattern which has been established and explained before the work is started. Since this class is typically used as a continued training class, employees may have only limited directly related work experience. Work is observed and reviewed both during its performance and upon completion.

Systems Analyst II - This is the journey level class within the Systems Analyst series. Employees within this class are distinguished from the Systems Analyst I by the performance of the full range of duties as assigned including those requiring the application of highly technical knowledge and skills related to solve various municipal computer systems problems. Responsibilities include organizing and performing analytical and design activities within established schedules and standards utilizing independent judgment and solving overall systems problems. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the lower class of Systems Analyst I or, when filled from the outside, require prior computer program analysis work experience.

SUPERVISION RECEIVED AND EXERCISED

Systems Analyst I

Receives general supervision from assigned supervisory personnel.

Systems Analyst II

Receives direction from the assigned supervisory personnel.

May exercise functional and technical supervision over lower level technical, professional,

and/or administrative support personnel.

EXAMPLES OF ESSENTIAL DUTIES - Depending upon assignment, duties may include, but are not limited to, the following:

Design, develop, test and implement computer applications and systems; prepare and maintain documentation for each application; design backup procedures; analyze problems with existing applications.

Consult with various department personnel; analyze current processes and procedures; coordinate system activities with users to identify needs; design and write system applications and forms for their use; assist in determining equipment needs.

Analyze, modify, test and debug existing computer programs, analyze problems and make modifications to systems and individual programs as required; develop, configure, or implement systems designed for the overall computer system and for each application from conception and design to implementation phase; maintain assigned projects and systems.

Assist with user implementation of computer systems; provide user training.

Install operating systems and modifications as required; install peripheral equipment at user sites; participate in network design.

Participate in determining personal computer needs; configure, assemble and install equipment and software; troubleshoot problems and initiate solutions.

Assist users in solving problems related to software, data, and applications; suggest alternative methods of operation to users.

Assist in developing and modifying information technology standards and procedures.

Schedule and coordinate work in accordance with Department standard project management practices and standards.

Perform simple systems and applications maintenance.

Attend meetings, seminars and conferences.

MINIMUM QUALIFICATIONS

Systems Analyst I

Knowledge of:

Principles of computer systems and procedures analysis and design, implementation, maintenance, and support.

Principles and techniques of programming, data processing and programming documentation.

Use, capability, characteristics and limitations of computers and related equipment.

Records storage and handling techniques.

Computer operating methods, languages and procedures.

Ability to:

Conduct systems and procedures analysis and feasibility studies.

Analyze data and develop logical solutions to complex software application and programming problems.

Train or instruct on-line users in use of computer equipment and operating procedures.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain cooperative working relationship with those contacted in the course of work.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

One year of experience in computer operations and programming data processing applications.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course

work in computer science or a closely related field.

Systems Analyst II

In addition to the qualifications for Systems Analyst I:

Knowledge of:

Principles and techniques of complex and technical systems design, configuration and programming, and programming documentation.

Computer logic and math.

Principles and processes of effective I.T. Project Management

Network infrastructure

Ability to:

Analyze, design, program, install and maintain highly technical and complex programs and software applications.

Analyze data and develop logical solutions to complex data problems.

Read, interpret and apply complex technical publications, manuals and other documents.

Implement computer systems.

Assign and review the design and analytical work of others.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Two years of experience in computer operations and programming data processing applications comparable to that of a Systems Analyst I in the San Mateo Consolidated Fire Department.

ADA Special Requirements:

Essential duties require the following physical abilities and work environment:

Ability to sit, stand, walk, kneel, crouch, stoop, squat, crawl, twist, climb, and lift 35 pounds with

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some exposure to electrical hazards; ability to travel to different sites and locations. May be required to work extended or irregular hours. For critical issues, may need to be available for contact after normal business hours.

Adopted Fire Board: 1/12/22
Employee Group: AFSCME
FLSA: Analyst I: Non-Exempt; Analyst II: Exempt
Pre-Appt. Medical: Yes
Safety Sensitive: No
Form 700: No
Job Code: 5460/2033