

PROVO CITY CLASSIFICATION SPECIFICATION	
Title: Systems Analyst II	Job Code: 1411
Date: August 3, 2023	EEOC Code: PR
FLSA Designation: Exempt	Civil Service Status: Covered (UC)

DEFINITION: This is high-level systems administration, architecture, analysis, development, and implementation work on department or City-wide information technology systems and services.

CLASSIFICATION STANDARDS: Positions allocated to this classification are responsible to the Information Systems Division Director or designated supervisor and perform tasks under very general supervision. This work is distinguished from the work of Systems Analyst I by its responsibility for major service management and high-level and/or broader expertise. *Note: Employees of this classification are eligible for advancement to the next level in this career series as directed by policy.*

ESSENTIAL DUTIES: Provide primary technology support for multiple complex information technology solutions including acting as a subject matter expert in the related technologies, business processes, solution security, and system disaster recovery; collaborate with clients and internal stakeholders to elicit, analyze, and document business and technical requirements for new systems, enhancements, or process improvements; analyze and assess existing systems and processes, identifying areas for optimization, and proposing innovative solutions to streamline workflows, improve efficiency, and enhance overall performance; conduct in-depth data analysis to understand system behavior, trends, and patterns, ensuring data integrity and accuracy; design solutions by developing comprehensive system design documentation, including functional specifications, data flow diagrams, and wireframes, that outline the proposed solution's technical details and functionalities; coordinate with cross-functional teams to integrate various systems and ensure seamless data flow and interoperability across platforms; oversee the testing phase to validate the functionality and performance of the developed systems, ensuring they meet specified requirements and quality standards; participate in project planning, timeline management, and resource allocation to deliver projects within deadlines and budget constraints; provide training and support to end-users on system functionalities and features, addressing any issues or inquiries that arise during implementation and post-launch phases; identify and assess potential risks and challenges during the systems life cycle and propose mitigation strategies to ensure project success; stay current with industry trends, emerging technologies, and best practices to continuously improve City systems and processes; regularly work with division coworkers on assigned tasks, projects, or teams; assist other staff members as needed; may supervise subordinate staff, including scheduling workload; training assigned employees; ensure work is completed accurately and efficiently; identify, evaluate, and resolve employee concerns; may conduct performance evaluations and enact discipline if needed; assist with division staffing decisions, including hiring and firing personnel; maintain and review all reports, work records, work specifications, and appropriate documentation; perform other related duties as required.

MINIMUM REQUIREMENTS: Bachelor's degree in Information Technology or related field and 2 years of experience in information technology **OR** an equivalent combination of job-related education and experience [substituting each 1 year of post-secondary education/training for 6 months of experience].


License(s)/Certification(s): A valid, lawful Driver License may be required.

SELECTION FACTORS: *Knowledge of:* principles and procedures of system design, architecture, administration, troubleshooting, data analysis, and documentation; system development methodologies and project management principles; programming languages, databases, and system integration concepts; multiple operating systems; program debugging techniques; security, data backup, and disaster recovery methods; system implementation methods; operations, functions, and terminology common to the work; policies and procedures established for the work system; related laws, codes, rules, and regulations governing functions of the position; basic English composition, spelling, and grammar. *Skill in:* learning new technologies, languages, and operating systems; performing complex systems management, programming, and design activities; effectively planning and managing projects including maintaining schedules and timetables; designing and building computer solutions; analyzing data and developing logical solutions to complex computer application programming problems; evaluating systems and routines; creating, reading, interpreting, and applying technical publications, manuals, and other documents; identifying and resolving highly complex issues; practicing trust-building behaviors. *Ability to:* research solutions for problems; design and develop new computer solutions; exercise independent judgment in evaluating situations and make sound recommendations; explain technical information in understandable terms to varied individuals or users; independently perform difficult programming and design activities; follow established policies, procedures, and work instructions; communicate effectively both verbally and in writing; develop and maintain effective working relationships with coworkers, users, and superiors; quickly and accurately perform work; effectively work in a team environment; exercise independent judgment while evaluating situations and in making determinations; organize assigned work and develop effective work methods; prepare clear, concise, accurate, and informative reports; perform duties in a manner that demonstrates respect, integrity, courtesy, and kindness towards fellow workers, customers, and the general public; demonstrate a high level of commitment to the principles of positive customer service; lead, organize, and review the work of subordinates or project team members.

TOOLS AND EQUIPMENT USED: Computer, communication, networking, diagnostic, repair, and office equipment.

PHYSICAL DEMANDS: Requires physically lifting up to 40 lbs. as needed, reaching, bending, stooping, crawling, assuming uncomfortable positions, sitting at a computer for long periods while maintaining concentrated attention to detail, vision for data analysis, intermittent sitting, standing, and walking.

ENVIRONMENTAL FACTORS: Requires frequent exposure to computers, electronics, and electrical devices. May include exposure to high-stress situations or environments such as meeting strict deadlines and dealing with angry individuals. May require working long/odd hours.



 Department Director

8/1/23

 Date



 Mayor/Chief Administrative Officer

8/3/2023

 Date

NOTE: The above statements describe the general nature and level of work being performed by the person(s) assigned to this classification. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. Classification specifications are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, change, or delete any and all provisions of this classification at any time as needed without notice. Reasonable accommodations may be made for otherwise qualified individuals who require and request such accommodation. This classification specification supersedes earlier versions.