

HRSD

Position Description: Senior Systems Analyst

Section I. Position Reference Information

a.	Department	Information Services
b.	Division	Information Technology
c.	Position Title	Senior Systems Analyst
d.	Immediate Supervisor	Chief, Information Technology Division
e.	Work Center	Customer Service Building
f.	Grade	8

Section II. Position Summary

With minimal supervision, the Senior Systems Analyst is responsible for:

- a. Effectively and efficiently interfacing HRSD information technology systems both within and external to the organization
- b. Providing project management and cross-departmental coordination for the installation and integration of software and hardware implementations to support HRSD in accomplishing and completing programming efforts that improve and enhance computer operations and data processing
- c. Investigating the feasibility of alternate program design approaches to determine the best balanced solution involving enterprise software applications and databases, e.g., one that will best satisfy immediate user needs, facilitate subsequent modification, and effectively make use of available resources throughout the organization
- d. Working with problems or concepts in clearly defining business needs and then developing and or supporting project management plans to meet those needs
- e. Formulating and maintaining documentation related to systems and business application software implementation initiatives
- f. Communicating and presenting all relevant information throughout the lifecycle of the project remains the responsibility of the Senior Systems Analyst who is responsible for coordinating and monitoring the resources necessary to ensure a project's success

Section III. Examples of Position Duties

- a. Serves as an active member of the ITD Quality Steering Team
- b. Provides oversight, management and coordination of multiple systems implementations and integration projects
- c. Gathers information from various sources, both internal and external, in formulating project management plans and approach documents related to systems implementation, integration and/or modification to best meet the business objectives of HRSD
- d. Provides recommendations to the Chief of Information Technology concerning IT enterprise resource planning, data integration, and resource management
- e. Researches, analyzes, and evaluates new and existing software applications and database tools focusing on the centralization, integration, accessibility of business data

Section IV. Position Contacts

- a. Standing Committees, Boards, and Organizations
Required

Member – Information Technology Division QST

- b. Internal Contacts

<i>Contact</i>	<i>Purpose</i>	<i>Frequency</i>
Chief, ITD & Senior Programmer Analyst	Exchange of information regarding daily operations, project management, issues of concern or other matters of importance to the Division’s performance and organizational success	Daily
ITD Staff	Exchange of information relating to daily operations and special projects, coordination of software/database integration initiatives	Daily
Individual Directors, Chiefs, Managers, Employees	Exchange of information and providing IT systems implementation and integration support & assistance as needed/requested	Daily

- c. External Contacts

<i>Contact</i>	<i>Purpose</i>	<i>Frequency</i>
IT staff, consultants and support staff of Municipalities served by HRSD	Coordination and collaboration related to projects involving data exchange (importation/exportation) and systems interoperability	Quarterly
Various Computer System Representatives and Consultants	Interactions range from casual sales/marketing communications to complex and intricate project-related planning sessions	Daily

Section V. Position Accountabilities and Expectations

- a. Compliance – Evaluates and ensures systems are designed in compliance with applicable regulatory and statutory requirements involving systems’ integrity, data retention and compatibility
- b. Process Management – Champions the consolidation and realignment of data processing and software application functions increasing efficiency and/or enhancing productivity
- c. Works with both HRSD and third party vendors/consultants to ensure that system implementation and integration projects are well-planned to meet the business objectives of the organization
- d. Customer Satisfaction – Acts collaboratively in assessing, coordinating, evaluating and providing systems’ implementation and integration support services within and across organizational business units ensuring effective and efficient access to business data
- e. Timeliness – Effectively manages IT systems projects, special assignments and overall workload in meeting established deadlines and project milestones; Completes projects and tasks on time and within budget; completes all IT projects, assignments, milestones, and regular responsibilities within agreed-upon deadlines to avoid serious slippage of dependent/contingent initiatives ensuring project success

Section VI. Working Conditions

- a. Must be able to work independently and as part of a project team
- b. Must have the ability to develop effective solutions to business issues/challenges based upon large amounts of information from multiple sources
- c. Must be able to manage a variety of complex tasks/projects simultaneously

Section VII. Physical Requirements

Must have the physical dexterity to accomplish the duties defined herein

Section VIII. Other

- a. Medical certification of physical requirements may be required
- b. Must be currently authorized to work for any U.S. employer

Section IX. Qualification Standards

- a. Education
 - Required
 - Bachelors degree in Computer Science, Management Information Systems or related discipline
- b. Experience
 - 1. Required
 - a) Minimum of four (4) years as an analyst or project/program manager/coordinator of progressively complex tasks and work assignments in a UNIX/ORACLE production environment
 - b) Broad knowledge of systems design, implementation and integration best practices
 - c) Ability to effectively communicate both verbally and in writing to convey technical information to technical and non-technical audiences
 - d) Strong interpersonal, analytical and problem solving skills. Ability to identify and translate business needs into technology-based solutions
 - e) Experience working in a team environment both as a member and a leader
 - Must possess a detailed understanding of systems software and database configuration and support best-practice policies & procedures
 - 2. Desired
 - a) Project Management Institute certification
 - b) Project management experience involving enterprise application implementations involving one or more legacy systems
- c. Job-specific Technical Competencies
 - Required
 - a) Demonstrable proficiency in designing, managing, coordinating and/or supporting multiple systems installation, integration and/or modification projects
 - b) Experience in clearly defining business needs based upon input from various sources within the organization and formulating approaches to meet those needs utilizing existing and new technologies
 - c) Extensive experience in planning and executing the installation and integration of enterprise systems and applications

- d) Experience planning, developing, implementing and supporting software interfaces for data exchange between and amongst multiple systems
- e) Experience in documenting application, database and systems' parameters for enterprise applications and databases
- d. Job-specific Behavioral Competencies
 - Sets Clear Performance Goals
 - a) Clearly communicates expectations for results, timeliness, quality and other important parameters
 - b) Establishes deadlines for delivery of results
 - c) Evaluates, determines and refines roles, responsibilities and expectations related to various systems implementation and integration initiatives
- e. Special Licenses
 - Required
 - Valid Driver's License from state of residence
- f. HRSD Universal Competencies (see previous page)