

SYSTEMS ANALYST

PURPOSE AND NATURE OF WORK

Positions in this classification responsible for designing information systems, modifying systems to improve production or work flow, and/or expanding systems to serve new purposes. Incumbents serve as a technical architect in the planning, designing, and implementation phases of computer information systems, which includes hardware, software, and associated networks, including operations support and billing support systems. Positions so classified are expected to serve as project/team leaders as the need arises and to manage designated projects. Positions are not supervisory and report to a division manager. The nature of the work of a systems analyst changes and evolves rapidly as technology and/or departmental needs change and may require working after hours and weekends.

ILLUSTRATIVE EXAMPLES OF WORK (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

Interviews affected users to determine the nature and need of the computer system as well as to define the end goal of the information system.

Develops a plan for system implementation and sets benchmarks for completion. Performs cost project and forecasting to determine the financial impact of the proposed system implementation and future maintenance. May identify alternative system solutions to meet goals.

Designs systems, oversees and coordinates implementation, monitors system testing, and assists with installation and support.

Researches and identifies specific areas in which current systems can be improved and plans, organizes, monitors, and implements those improvements.

Researches, identifies, and participates in the selection of hardware and software needed to allow the system to accomplish the intended goals, including writing application and research specifications, evaluating bids, and participating in vendor selection.

Works with programmers and programmer analysts to test and debug software in the system. Work may involve doing “hands-on” programming work. Prepares detailed, specific instructions for the programming of software needed to run the system.

Evaluates and understands existing databases; constructs database architecture to support the new system.

Coordinates and manages the conversion to the new system. Serves as the point of contact for problems with and maintenance of the system, including user training.

Monitors the functioning of designated systems while in use.

Coordinates and oversees multiple project team members to ensure successful system implementation.

Performs related work as required.

NECESSARY KNOWLEDGE, ABILITIES, AND SKILLS

Thorough knowledge of computer hardware, software, databases, and networking components of an information system.

Thorough knowledge of software, applications, and computer programming.

Ability to conduct needs assessments and plan system implementation.

Ability to identify complex problems, research and identify options, and implement system solutions.

Ability to manage own time effectively and to guide the time spent by others on system implementation.

Ability to perform cost estimations, timeline forecasting, and other predictions in order to accurately project system implementation cost and timetable.

Ability to think critically and logically as well as to communicate clearly.

Ability to establish effective relationships and communicate effectively with City-Parish officials, employees, customers, vendors, and the general public.

DESIRABLE TRAINING AND EXPERIENCE

Possession of bachelor’s degree in computer science or a closely related field of study. Education should be supplemented by considerable, professional work as a programmer, programmer analyst, systems analyst, or other closely related field of work. An equivalent combination of training and experience is acceptable.