County of El Dorado

SENIOR DEPARTMENT SYSTEMS ANALYST

DEFINITION

Under general supervision, independently performs the more difficult, complex and specialized professional, technical, and analytical duties in the operation of large complex, stand-alone department specific computer system(s); analyses department systems including applications, operating systems, hardware, networking with outside systems/agencies, and system programming requirements; develops and maintains department applications and systems; provides lead direction to assigned department staff; performs related work as assigned.

DISTINGUISHED CHARACTERISTICS

This is an advanced specialist and/or lead level class with responsibility for the analysis, installation, modification, maintenance, operation and documentation of the most complex stand-alone computer system(s) in a specific department. The incumbent is fully responsible for ensuring the proper functioning of the assigned system(s). System problems are resolved by the incumbent, or by working closely with the vendor for correction. The incumbent provides lead direction to assigned department staff in the performance of computer system functions. The incumbent is expected to exercise independent judgment in analytical techniques and in making sound recommendations. This class is distinguished from the Department Systems Analyst in that the latter is the journey level classification.

EXAMPLES OF DUTIES (Illustrative Only)

- Participate in high level project meetings.
- Perform day-to-day project management of software implementation, maintenance and support process with minimal direction.
- Plans, determines requirements, implements, test, maintains, enhances, and leads in the design of complex, stand-alone department specific computer system.
- Coordinates system enhancements and resolution of network problems with Information Technologies when systems/networks shared by the department and Information Technologies are affected.
- Works with vendors and department staff to resolve stand-alone system and network problems; coordinates and implements corrective measures.
- Models changes against hardware and software configurations to optimize the utilization of resources.
- Develops Gantt Chart & Project Timeframes in conjunction with the goals and objectives of individual projects.
- Determines needs and develops plans and proposals to meet the needs of department staff.
- Perform workflow or process analysis, document and make recommendations on solutions.
- Participate in design, validation and QA testing procedures prior to implementation of software applications.
- Develops and implements comprehensive test plans to ensure that information technology components are tested and debugged.
- Monitors and enforces security procedures.
- Installs third party software; modifies software as necessary to meet specific requirements; installs vendor supplied maintenance and enhancements.
- Determines proper installation parameters for software/hardware for smooth integration, transition and efficiency.
- Provide technical expertise and guidance to team members and mentor staff to promote staff development. .
- Monitors and collects data on system performance; recommend areas for process improvement or workflow optimization.
- Plans, develops and implements backup and recovery procedures.
- Determines and adjust thresholds for system resources.
- Plans, coordinates and oversees project activities; identifies deliverables and establishes schedules and time lines; identifies and allocates project resources.
- Provides lead direction including training and work review to assigned staff; organizes and assigns work, sets priorities and follows up as required.

QUALIFICATIONS

Knowledge of:

o   Principles of computer data processing.
o   Computer operations and facilities.
o   Application, network and operating systems software and hardware utilized in the assigned department.
o   Principles and practices of technical problem solving.
o   Methods of long-term technology assessment and deployment.
o   Principles, practices and techniques of providing customer services and training of department staff.
o   Principles of design, installation, testing and maintenance of assigned department computer systems.
o   Principles and practices of producing effective project and technical documentation.
o   Principles and techniques of programming and programming languages utilized by the assigned department.
o   Backup, restore, restart and recovery concepts.
o   Principles of database design and security methods and techniques.
o   Large system specific operating system structure, operations and utilities.
o   Network security policies, techniques and procedures.
o   Basic supervisory practices and principles.

Skill in:

o   Recognizing problems, developing recommendations and solutions, and managing corrections.
o   Coordinating activities with vendors and staff.
o   Understanding complex information technology systems and issues.
o   Integrating information technology systems.
o   Interpreting, applying rules and explaining policies and procedures.
o   Using sound independent judgment within established guidelines.
o   Preparing clear and concise reports, correspondence, documentation and other written materials.
o   Communicating effectively, orally and in writing.
o   Establishing and maintaining effective working relationships with those contacted in the course of the work.
o   Planning, assigning and reviewing the work of others.
o   Training others in work procedures.

Other Requirements:

Must possess a valid driver's license. Individuals who do not meet this requirement due to physical disability will be reviewed on a case by case basis.   May be required to work on-call, weekends and irregular hours.

Education and Experience:

EITHER 1) Equivalent to graduation from a four-year college or university with major coursework in computer science, information systems or a closely related field, and five years experience working in the field of systems analysis, systems engineering, programming, database administration and/or analysis, operating systems, office systems, network analysis and/or management or a similar field. Additional experience may be substituted for the education on a year for year basis.
OR 2) Completion of a certificate program in Computer Science and six years experience working in the field of systems analysis, systems engineering, programming, database administration and/or analysis, operating systems, office systems, network analysis and/or management or a similar field.
OR 3) two years of experience equivalent to the County's class of Department Systems Analyst.

Note: The above qualifications are a typically accepted way of obtaining the required knowledge and skills.