# ASHEVILLE, NORTH CAROLINA

**Classification Specification**

## Systems Analyst I
## Job Code: 2590
## FLSA: Exempt

## Purpose of Classification:

The purpose of this classification is to analyze, evaluate, design, test, and implement information technology solutions for assigned information systems and applications and to provide technical support to end-users.

## Distinguishing Characteristics:

This classification is the entry level in the Systems Analyst series.

## Essential Functions:

*The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.*

Provides technical support to City employees using enterprise applications or other software, as assigned: receives, prioritizes, and responds to work orders; analyzes, evaluates, and reviews systems and procedures to provide solutions to reported problems or to improve current operations; troubleshoots errors and problems; provides solutions and makes recommendations to resolve system issues; and provides assistance and information regarding user accounts, work flows, request types, data queries, running reports, and other system and application functions.

Assists in designing, testing, and implementing technology solutions for assigned applications: collects information from users; identifies alternative business solutions, including automation tools for providing public access to open data; develops programs and applications to address needs; designs and/or modifies systems and software: ensures compliance with design and coding standards; runs tests; analyzes production and test environments for

problems; provides resolutions to issues and errors; and implements new or changes to existing systems and software.

Creates views and reports on database: collects needs and requirements from users; develops SQL, database queries, and database reporting tools; and utilizes source control concepts and change management procedures.

Evaluates existing applications, infrastructure, and systems programs: identifies and implements changes in system requirements, software releases, or equipment configurations; and coordinates with departmental personnel to resolve program intent, input and output requirements, data accuracy, and the use of internal checks and controls.

Performs related duties in support of department operations: provides technical training to users regarding assigned software and reports; serves as project leader on assigned projects; coordinates with vendors to resolve technical issues, as needed; and monitors software licensing renewals.

Maintains an awareness of new applications, technologies, technical methods, trends, and advances in the profession: reviews professional publications, technical manuals, and websites to increase knowledge of system and software operations and availability; and attends conferences, workshops, and training sessions as appropriate.

Communicates with supervisor, other City employees, vendors, the public, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, system logs, work orders, user requirements, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review or modify data, utilizing word processing, spreadsheet, database, presentation, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

## Additional Functions:

Performs other related duties as required.

## Minimum Qualifications:

Bachelor's Degree in Information Systems, Information Technology, or a related field required; supplemented by two years of experience in providing technical support, implementing information systems and infrastructure solutions, software administration, or related field; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

**Specific License or Certification Required:** Must possess and maintain a valid North Carolina driver's license.

**Specific Knowledge, Skills, or Abilities**: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

## Performance Aptitudes:

**Data Utilization**: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

**Human Interaction**: Requires the ability to work with and apply principles of persuasion and/or influence over others to coordinate programs or activities of a project, and resolve typical problems associated with the responsibilities of the job.

**Equipment, Machinery, Tools, and Materials Utilization**: Requires the ability to operate and control the actions of equipment and machinery, requiring the monitoring, adjustment, regulation, and/or setting of multiple conditions.

**Verbal Aptitude**: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

**Mathematical Aptitude**: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, and ratios; may include ability to calculate surface areas, volumes, weights, and measures.

**Functional Reasoning:** Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

**Situational Reasoning**: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

## ADA Compliance:

**Physical Ability**: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

**Sensory Requirements**: Some tasks require the ability to perceive, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

**Environmental Factors**: Essential functions are regularly performed without exposure to adverse environmental conditions.

*The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*