

**JOB DESCRIPTION
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT
EMPLOYMENT AND
COMPENSATION DIVISION**

Job Title	<u>Sr. Administrative Systems Analyst</u>
Sch & Grade	<u>PAT-10</u>
Class Code	<u>CI25</u>
FLSA Status	<u>Non-Exempt</u>
Bargain Unit Elig.	<u>Not Eligible</u>
Occupational Group	<u>Computer Technical</u>

PRIMARY PURPOSE:

To plan, design, develop, and implement efficient advanced technical solutions in support of core organizational functions and business processes. This includes gathering and analyzing data in support of business cases, proposed projects, and systems requirements. Incumbent will apply proven communication, analytical, and problem-solving skills to help maximize the benefit of IT system investments.

SUPERVISION:

Under general supervision of the Director of Information Systems.

DESCRIPTION OF WORK:

ESSENTIAL FUNCTIONS:

1. Leads design sessions in prototyping new complex and advanced systems for the purpose of enhancing business processes, operations, and information process flow.
2. Troubleshoots complex problems with software systems and software interaction with equipment.
3. Recommends and coordinates appropriate computer training.
4. Communicates with computer system vendors and dealers regularly to gather details, assess problems, and recommend possible solutions, etc.
5. May upgrade system and correct configuration problems to maintain system after initial implementation.
6. Responsible for maintaining proper system documentation and coordination of system maintenance.
7. Meets with decision makers, systems owners, and end users to define business, financial, and operations requirements and systems goals, and identify and resolve complex systems issues.
8. Reviews and analyzes the effectiveness and efficiency of existing systems and develop strategies for improving or further leveraging these systems.
9. Identifies and establishes project scope, schedule and cost in order to define deliverables and resource requirements.
10. Conducts research on software and hardware products to justify recommendations and to support project efforts.
11. Prepares and delivers project status reports for decision makers and system owners across the organization.
12. Coordinates software installation as necessary.
13. Performs cost-benefit and return on investment analyses for proposed systems to aid management in making decisions about priorities and implementation schedule.
14. Ensures compatibility and interoperability of existing computing systems.
15. Creates detailed system models, specifications, diagrams, and charts to provide direction to technical resources.
16. Coordinates and performs in-depth tests, including end-user reviews, for modified and new systems, and other post-implementation support.
17. Provides orientation and training to end users for all modified and new systems.
18. Provides guidance and/or instruction to junior staff members.

IMPORTANT FUNCTIONS:

1. Builds, develops, and grows relationships vital to the success of the project, the department and the City.
2. Travels to various city departments located throughout the city to provide project support as assigned.
3. Attends seminars, conferences, and specialized training for professional development purposes.

Performs related work as required.

QUALIFICATIONS REQUIRED:

Any combination of education, training, and experience providing the following knowledge, skills, and abilities:

Knowledge

Design, development, and implementation of software and hardware solutions, systems and products. Working technical knowledge of computer system hardware and software, database management systems and networking. Extensive practical knowledge in report generation, MS Office and system architecture and design.

Abilities

Excellent analytical and creative problem-solving skills; excellent written/oral communications skills and interpersonal skills; strong attention to detail; communicate ideas in both a technical and user-friendly manner; self motivated and able to perform with little supervision; effectively prioritize and execute tasks in a high-pressure environment; excellent customer service philosophy and delivery; effectively welcome and embrace differences among employees and citizens; experienced in working in a team-oriented, collaborative environment to carry out the City’s stated mission and philosophy; present an overall professional image; perform the essential functions of the job without posing a direct threat to the health and safety of others.

Experience, Education, and Training

Typically requires graduation from an accredited college or university with a Bachelor’s Degree in Information Systems, Computer Science or related discipline, plus at least three years of related and responsible experience including proven experience in overseeing the design, development, and implementation of complex software and hardware solutions systems and products. Education, training, and/or work experience must have included experience in complex computer system applications. Directly related work experience may be substituted for the educational requirement on a year-for-year basis. Project management experience and certification is preferred.

Physical Requirements

Performs bending, sorting, and reaching to both ground level and overhead; lifts, carries, pushes and pulls up to 40 pounds; must possess ability to operate a computer keyboard and/or mouse; may be subject to sitting for long periods of time.

Working Environment

Primarily indoors with heating and cooling regulated in a general office environment.

Licensing/Certification

None required.

Miscellaneous Requirements

If operating a motor vehicle during the course of performing job duties, must possess a valid Missouri Motor Vehicle Operator’s License.

Last Revision:	February 16, 2012	GENERAL ORDINANCE NO. 5935
Comments:	Updated Abilities	Date: June 27, 2011

I have read the foregoing job description in its entirety and understand its contents. I can perform the essential functions outlined with or without reasonable accommodation under the Americans with Disabilities Act.

Signed: _____ **Date:** _____