

**JOB DESCRIPTION
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT
EMPLOYMENT AND
COMPENSATION DIVISION**

Job Title Administrative Systems Analyst
Sch.& Grade PAT-9
Class Code CI08
FLSA Status Non-Exempt
Bargain Unit Elig. Not Eligible
Occupational Group IT Infrastructure and Applications

PRIMARY PURPOSE:

The Administrative Systems Analyst's role is to implement and maintain computer software systems in support of core organizational functions. The position is also responsible for supporting, troubleshooting and developing technical solutions in support of City goals and operations. Analyzes and evaluates business policies, procedures and technical requirements in support of the implementation of technical solutions. Assists with installation, configuration and deployment to ensure successful operation and minimal business disruption.

SUPERVISION:

Under general supervision of the Director of Information Systems.

DESCRIPTION OF WORK:

ESSENTIAL FUNCTIONS:

1. Collaborates in the planning, design, development and deployment of new software applications as well as enhancements to existing software.
2. May develop software interfaces and write computer programs as required.
3. Works with Information Systems staff to coordinate software installation and ensure compatibility and interoperability with existing software applications.
4. Troubleshoots problems with software applications, implements solutions and resolution to those problems.
5. Recommends, coordinates and delivers changes to existing software and new technical solutions.
6. Communicates with decision makers, end users, vendors, and dealers on a regular basis to gather details, assess problems, and recommend possible solutions.
7. Will be responsible for upgrading software, correcting configuration problems to maintain system after initial implementation.
8. Follows change management practices to maintain high availability and minimize impact to business systems.

IMPORTANT FUNCTIONS:

Performs related work as required.

QUALIFICATIONS REQUIRED:

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

Knowledge

Proven experience in configuration and implementation of software and hardware solutions, systems, or products. Working technical knowledge of SQL databases, client-server, system architecture and web-based system software. Working knowledge of network and PC operating systems. Experience with enterprise software such as Oracle eBusiness Suite, SharePoint, Laserfiche, Infor or programming languages including Visual Studio or PowerBuilder may also be needed to perform the job.

Abilities

Determine computer system needs relative to business processes; analyze, interpret, and present research findings to prepare design specifications; analyze specifications and instructions to develop appropriate systems and programs; conceive a variety of solutions to functional problems, and reduce abstract ideas to easily understood procedures; train and assist employees in various operating departments; follow oral and written instructions; utilize sound independent judgment and make responsible decisions and recommendations; communicate effectively both verbally and in writing; present an overall professional image; interface and communicate with employees at all levels of the organization; prepare clear, concise and comprehensive reports; effectively welcome and embrace differences among employees and citizens; performs effectively as a member of the team in carrying out the city’s stated mission and philosophy; performs the essential function 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 Computer Information Systems, Computer Science or related functional area degree, plus at least three years of related and responsible experience. Education, training, and/or work experience must have included experience in complex applications involving databases. A non-related degree with a combination of directly related municipal information technology experience that demonstrates increasing responsibility with city computer applications and systems work may be substituted for some or all of the educational requirement. Experience must be commensurate with current vacancy.

Physical Requirements

Performs bending, sorting, and reaching to both ground level and overhead; lifts, carries, pushes and pulls up to 40 pounds; must be able to hold and grip objects; 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:	July 12, 2018	GENERAL ORDINANCE NO. 2864
Comments:	Primary Purpose, Essential Functions, and Knowledge	Date: August, 1978

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:** _____