FIRE DEPARTMENT
SANTA CLARA COUNTY

SENIOR SYSTEMS ANALYST

DEFINITION

Under the direction of the Information Technology Officer, the Senior Systems Analyst generally performs professional level information systems duties in the research, development, installation, and maintenance of application software; implement process improvements; provide technical support and assistance to Department users; and perform a variety of analytical and technical duties relative to the assigned area of responsibility.

This classification is a Fair Labor Standards Act exempt, represented position in the Classified Service.

DISTINGUISHING CHARACTERISTICS

Incumbents perform the most difficult and responsible types of duties including maintaining the most complex Department applications and performing systems analysis duties. Incumbents in this role may also hold a team lead position or supervise assigned personnel. Incumbents at this level are required to be fully trained and knowledgeable in all procedures related to assigned area of responsibility.

EXAMPLES OF DUTIES

Depending upon assignment, duties may include, but are not limited to the following:

− Perform a variety of professional level duties to support information technology systems and programs in assigned area; serve as liaison between system users and information systems staff in the development, implementation, administration and maintenance of information systems, computer programs, and software applications.

− Perform complex analysis on large volume of data from multiple systems, prepare and present data in the right form (graphs, charts or tables) for decision-making and problem-solving.

− Manage department-wide applications, lead new implementations and provide technical assistance to system users in accordance with applicable information systems policies, procedures, methods, and techniques.

− Identify, recommend and implement system enhancements to address requests from users regarding system operations; provide solutions to application issues; refer users to appropriate staff member.

− Develop, install, evaluate, and maintain software applications; troubleshoot and rectify problems; recommend changes as needed.

− Lead, plan, coordinate and document testing of new or revised software applications.

− Develop systems specifications, through requirements gathering, research, analysis and direct contact with business units, subject matter experts, system users and technical staff, and vendors for specialized applications using relevant tools and techniques for systems development.

EXAMPLES OF DUTIES (continued)

− Develop new pages and posts as needed and maintain the Department websites.

− Develop, review and update written technical documentation, internal operating procedures, and user manuals and instructions; develop instructional materials and conduct training programs on software applications; update technical and training manuals as required.

− As assigned, perform database administration duties; provide support to programming staff in planning, designing and implementing application databases; maintain database security and user access; design, create and maintain physical objects including tables, files, libraries and indexes to support computer applications using database management systems; monitor database performance and troubleshoot problems; monitor and maintain space allocation for databases and files.

− Perform database maintenance, document and maintain recovery procedure and ensure quality control.

− Analyze user needs; design, write and execute programs in a variety of programming environments; design input and output documents including screens, forms, and reports.

− Prepare project cost estimates and justification for new or enhanced system modifications; may prepare requests for proposals for vendor services.

− Perform quality assurance duties; review new application software for compliance with applicable quality assurance standards before implementation.

− Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of information technology.

− May supervise extra help staff, consultants or other positions in the information technology team as needed.

− May work irregular and protracted hours, including weekends.

− Perform other duties as assigned.

EMPLOYMENT STANDARDS

Education and Experience: Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

A bachelor's degree from an accredited college or university with major course work in computer science, information systems or a related field and three (3) years of increasingly responsible software applications programming and/or systems analysis experience.

Or

Education and Experience: (continued)

Possession of an associate degree in computer science, information systems, business or a closely related field and five (5) years of recent, increasingly responsible experience designing programming, analysis and administration of computer hardware and software systems.

Highly Desirable: Microsoft SQL Server certification.

Knowledge Of:

− Methods and techniques of application development, system design, programming, and software installation.

− Methods and techniques used in the installation, troubleshooting and maintenance of information systems and software applications.

− Pertinent local, state, and federal codes, laws, and regulations.

− Proven experience in Adobe products, Microsoft Office, FileMaker Pro, Record Management Systems or equivalent enterprise applications, Web Development Tools, Programming Languages, Database Management Systems, and Reporting Tools.

− Proven experience with the software development life cycle (SDLC) from preliminary system analysis to tests and deployment, and have experience with cloud technologies like Amazon Web Services, Microsoft Azure etc.

− Experience designing interactive applications and ability to develop software in Java, JavaScript, .Net/C#, or other programming languages.

− Experience with HTML5, CSS, Joomla, WordPress and web servers such as Apache, NGINX.

− Experience developing complex SQL queries from different data sources.

− Experience in using, managing and administering Analytical reporting platforms (SSRS, Business Objects, Tableau, Tableau Server, Power BI).

− Knowledge of Apple and Microsoft Server software.

− Intermediate knowledge of UNIX or any equivalent operating system.

− Understanding of the Apple and Windows platforms.

− Knowledge of Apple desktop/laptop/iOS devices.

Ability To:

− Setup, administer, maintain, monitor, and install software applications.

− Troubleshoot, detect, isolate, and resolve information system problems.

− Analyze and assess the technological needs of Department users; communicate and articulate technical solutions to both technical and non-technical staff.

Ability To: (continued)

− Utilize a web content management system (CMS) to create and publish content to a public-facing website.

− Independently perform systems analysis activities.

− Install, troubleshoot, and upgrade Department information systems.

− Work irregular or protracted hours, including evenings and weekends necessary to meet deadlines and achieve objectives.

− Work independently, with minimal supervision.

− Exercise independent judgment and make appropriate decisions.

− Establish and maintain excellent, effective, and professional working relationships with those contacted in the course of work.

− Work collaboratively and act as a team lead when needed.

− Effectively manage multiple projects and priorities.

− Recognize problems and develop recommendations and solutions.

− Communicate clearly and concisely, both orally and in writing.

Working Conditions/Physical Demands: Work is performed both in an office setting and in the field. There may be exposure to noise and dust. Work may involve physical exertion including walking, standing, kneeling, stooping, reaching, lifting, crawling, and climbing. Perform simple and power grasping, pushing, pulling, and fine manipulation; use telephone and write or use a keyboard to communicate through written means; and lift or carry weight of up to 50 pounds. Manual dexterity; clear, understandable speech; and visual and hearing acuity are also required.

Required License: Possession of a valid state of California driver's license.

Pre-Employment Conditions: The candidate must pass a background check, Live Scan fingerprint, and complete a medical examination.