SENIOR SYSTEMS ANALYST

Adopted CC: 5/27/08

DEFINITION

This classification is responsible for the creative development, programming, maintenance and support of the City's enterprise computer systems, websites, television channel and all application integrations. The position also performs the administration of the City's servers, and may provide assistance with local and wide area networks.

DISTINGUISHING CHARACTERISTICS

The Senior Systems Analyst is an exempt single position classification in the Mid-Management Unit. It is a professional technical position designed to assist the Information Technology Manager in the overall managing and implementing the City information and telecommunication assets.

SUPERVISION EXERCISED AND RECEIVED

Receives general supervision from the Information Technology Manager. This position will exercise functional supervision over professional service contractors and may supervise Systems Analysts or clerical employees.

ESSENTIAL AND IMPORTANT DUTIES

- Manager responsible for collaborating with the enterprise team to create and produce effective web content. Designs and lays out web site/pages, develops site navigation, maintains site integrity and develops and maintains database and web-based software.
- Position creates end-user documentation and provides end-user training to personnel responsible for creating, maintaining, and updating department/division web pages and Knowledge Base.
- Position creates and designs graphic design elements for all enterprise brands, printed materials, ad boards, and television channel elements.
- Maintain DNS, security firewalls, and work with ISP to manage DMZ and other internet based security and access management.
- Document and prepare reports for management on system usage and performance, security, and other related issues as required;
- Assist with development of City wide policies, standards and procedures for Information Technology use and assets.
- Performs project management for I. T. projects including the research and recommendations included in the preparation of RFP, evaluation, selection criteria and performs implementation control.
- Performs troubleshooting and diagnostic services to determine the cause of hardware and software problems and provide timely resolution of same.
- Maintains proficiency with current web languages, tools and environments.
- Maintains expertise in City standard hardware and software products.
- Ensures that the resolution of customer service requests are achieved within previously approved performance measures and directed service levels.
- Leads project teams to ensure successful implementation of new systems, integrations and upgrades to existing systems.
- Oversees and organizes the daily operations of the City's Government Access Channel
- Performs other related duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of City standard server, network and communications hardware, software and operating systems. Experience with client/server database technology and application development tools, with

ability to support applications products. 5 years experience with commercial Web server configuration, management, performance and security, and application development tools; advanced knowledge of web content management are required. Expert HTML and CSS skills, advanced knowledge of Adobe Photoshop and strong scripting and database skills, including VB Script and JavaScript are essential. A keen eye for clean User Interface implementation and knowledge of website design best practices are required. Principles and techniques of television and video production to manage and maintain contract employees using software applications, digital imaging and multimedia software, audio/visual and computer equipment and specialized computer workstations; current trends and developments of multimedia technologies is preferred.

Ability to understand emerging technology and creatively use its application to improve services. Ability to define the business requirement for departmental business improvement projects, make recommendations for improvements, and implement these projects. Ability to establish and maintain effective working relationships with subordinates, peers, superiors, vendor representatives and customers. Ability to document complex processes and translate complicated procedures into individual steps is essential. Troubleshoot and diagnose communications, hardware and software problems and take effective action to resolve problems in a timely manner.

EDUCATION AND TRAINING

Equivalent to a Bachelor's degree from an accredited college or university with major course work in communications, marketing, business, or related field. Additional qualifying experience may be substituted on a year for year basis for the required education. Qualifying background would be five years experience in web development, brand creation and management, hardware and software configuration, project implementation, maintenance and support. Experience working in a public agency environment is desirable.

SPECIAL REQUIREMENTS

On a continuous basis, sit at computer station for long periods of time; intermittently stand and walk while conducting field work; bend, squat, climb, kneel, and twist while performing equipment set up, repair and maintenance; ability to climb ladders; ability to perform simple and power grasping, pushing, pulling, and fine manipulation; dexterity to use small tools; speak clearly and understandably, possess the ability to hear voices, to read, to write, vision sufficient to see minute detail and speech to teach effectively. Ability to lift up to 40 lbs.

LICENSES AND CERTIFICATES

Incumbents must be able to travel to various locations within and outside the City of San Carlos to fulfill job responsibilities. When driving on City business, maintenance of a valid California driver's license is required.