

APPLICATIONS SYSTEMS ANALYST

SUMMARY:

Under general supervision, provides business systems analysis, support, training, documentation and maintenance of enterprise software applications; performs related duties as assigned.

ESSENTIAL FUNCTIONS: *(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.)*

DUTIES AND RESPONSIBILITIES:

*(which are **not** in any hierarchical order)*

1. Configures, implements and generally supports Application Systems including but not limited to Community Development Software applications and interfaces.
2. Studies and documents business processes, creates standard operating procedures for software applications.
3. Designs and develops application training guides and provides training to users on software applications.
4. Designs operational workflows to improve efficiencies in business processes.
5. Prepares technical reports by collecting, analyzing and summarizing business information and trends.
6. Participates in installs, upgrades, testing, troubleshooting and maintenance of software applications.
7. Maintains notes and logs on applications assistance provided; applications settings, and application configuration.
8. Assists in or provides support of user requests for special operations or reports from Applications Systems and their related databases.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of Information Technology requirements, implementation, internal control practices and procedures.
- Knowledge of standard computer hardware and software applications utilized by municipal entities including by not limited to Community Development and associated applications.
- Knowledge of city ordinances, policies and procedures needed to incorporate into applications.
- Skill in utilizing written and verbal communications in the design, development and presentation of computer applications training using various software tools.
- Skill in troubleshooting and resolving technical problems related to multi-platform applications and related systems.
- Skill in utilizing customer service and public relations techniques in responding to inquiries and complaints.
- Ability to work effectively within a cross-functional team.
- Ability to establish and maintain effective working relationships with those contacted in the course of work.
- Proficiency with MS Office and Visio required.
- Knowledge of SunGard CommunityPLUS and ONESolution preferred.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work involves light to moderate work in an office setting. There is a frequent need to stand, stoop, crawl, walk, sit, lift light objects (up to 50 pounds) and perform other similar actions during the course of the workday. The City of West Palm Beach promotes a drug/alcohol-free work environment through the use of mandatory pre-employment drug testing.

MINIMUM QUALIFICATIONS: Bachelor's degree from an accredited college or university with a major in Information Technology, Math, Business Administration, or related field and four (4) years of related experience, or any equivalent combination of training and experience. A valid Florida's driver's license is required.