

SENIOR SYSTEMS ANALYST**SUMMARY:**

Under general direction, provides technical and analytical support to systems users; coordinates task flow on MIS projects, implements and trains users in new software; and 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. Provides technical and analytical support for a variety of computer applications.
2. Creates and modifies system's modules to comply with ordinances and user's needs.
3. Creates reports and data files for internal and external users using various tools.
4. Trains users on newly acquired or existing modified software applications.
5. Installs, upgrades, maintains, troubleshoots and repairs computer software applications, hardware and peripherals.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of Database management concepts.
- Knowledge of Computer programming methods and procedures.
- Knowledge of systems analysis methods and procedures.
- Skill in project management, planning and organization.
- Skill in effective utilization of written and verbal communication in development of presentations and reports.
- Skill in instructing end-users in a variety of computer hardware and software applications.
- Skill in prioritizing multiple projects.
- Ability to establish and maintain effective working relationships with those contacted in the course of work.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work involves light work in an office setting. There is frequent need to stand, stoop, walk, sit, lift light objects (up to 25 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 Computer Science, Math, Business Administration, or related field, and five (5) years of progressively responsible experience, or any equivalent combination of training and experience.

A valid Florida driver's license, required. A valid driver's license from any state (equivalent to a State of Florida Class E) may be utilized upon application; with the ability to obtain the State of Florida driver's license within 30 days from day of appointment.