

SYSTEMS ANALYST

SUMMARY:

Under general supervision, provides technical, analytical, and maintenance support of information or administration systems, 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. Designs, develops, tests, implements, trains and supports end users of Management Information Systems (MIS).
2. Provides technical and analytical support for application modules utilized by a department or division.
3. Trains trainers or users on computer applications.
4. Ensures continual network, workstation, software, printer and online integrity.
5. Performs system security functions.
6. Develops, analyzes, and distributes reports from division or department as requested.
7. Installs, upgrades, maintains, troubleshoots and repairs computer software applications, hardware and peripherals.
8. Responds to inquiries, instructs end users on site or over the telephone in the safe and efficient use of their computers and programs.
9. Maintains notes and logs on computer assistance provided; computer settings, and computer asset inventory database.
10. Installs connectivity to networks and/or relocates existing cabling to accommodate end user's relocation within various departments.
11. Troubleshoots hardware and arranges replacement parts from approved vendors and manufacturers.
12. Configures personal computers for new employees.
13. Assists in or provides user requests for special operations or reports.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of MIS requirements, implementation, and internal control practices and procedures.
- Knowledge of standard computer hardware and software equipment and applications utilized by municipal entities.
- Knowledge of systems analysis, design and programming principles and practices.
- Skill in managing multiple projects.
- Skill in utilizing written and verbal communication in the development of reports and training presentations.
- Skill in troubleshooting and resolving technical problems related to multi-platform network or computer software issues.
- Skill in utilizing customer service and public relations techniques in responding to inquiries and complaints.
- Ability to establish and maintain effective working relationships with those contacted in the course of work.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work involves light to moderate work in an office setting. There is frequent need to stand, stoop, crawl, walk, sit, lift 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 Computer Science, 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.