

CITY OF SIMI VALLEY

ENTERPRISE SYSTEMS ANALYST

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under general direction, coordinates and manages activities related to the design, configuration and implementation of the City's enterprise information systems; analyzes the City's various business practices and requirements; recommends the use of information systems to improve processes in support of City functions; improves the efficiency and productivity of City operations using systems' abilities and applications; provides management and oversight of multiple large technology projects; and, develops and coordinates training, including development of training materials, user procedures, and training curriculum.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Coordinate and manage activities related to the design, configuration, and implementation of the City's enterprise information systems; collaborate in the testing of configurations with department representatives; communicate with internal customers, network and server administrators, and vendors to ensure that the City is using the systems to their full potential and in accordance with best practices.
2. Analyze the City's various business practices and requirements; recommend the use of information systems in support of City functions, including public safety, finance, public works, waterworks, sanitation, and building and safety; improve the efficiency and productivity of City operations using systems' abilities and applications; set priorities for applicable system enhancements.
3. Provide management and oversight of multiple complex technology projects; identify potential points of resistance or confusion, and develop specific plans to mitigate or address concerns; collaborate with stakeholders at all levels in the formulation of plans and activities to support project implementation.
4. Gather, analyze, and document requirements for the selection, implementation, integration, and support of the enterprise information systems.
5. Coordinate feasibility studies for software and system products under consideration for purchase and provide findings and recommendations.
6. Develop and deploy strategies, standards, methodologies, and best practices for implementation, maintenance, and upgrades of information systems.
7. Collaborate in the testing of software programs and applications; communicate with network and server administrators, vendors, end-users, and software developers to ensure quality assurance, program logic, and data processing; develop, implement, and disseminate information on best practices for application usage.

8. Compile and maintain an inventory of all software and system assets, and corresponding contracts and agreements.
9. Develop and coordinate training, including development of training materials, user procedures and training curriculum; conduct training sessions as necessary; develop and maintain user documentation, implementation, and maintenance plans.
10. Create custom administrative and quantitative reports for internal customers based on business requirements.
11. Facilitate the maintenance, support, and upgrade of existing systems; coordinate and communicate software upgrades, enhancements and changes with vendors, consultants, and internal customers.
12. Oversee integration between multiple systems, either through in-house or outsourced development.
13. Analyze technical literature and provide explanations understandable to end-users.
14. Perform related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Tier 1 or Tier 2 government enterprise information systems.

Processes and procedures related to government business activities and the systems/applications that support them, including finance, human resources/payroll, police dispatch and reporting, land management, geographic information system (GIS), and public utilities.

Network and personal computer (PC) operating systems.

Project management practices, tools, and methodologies.

Principles, methods, and procedures of data analysis, data warehousing, and data mapping.

Applicable programming languages, such as Structured Query Language (SQL) and Unified Modeling Language (UML).

Advanced principles and practices of software development lifecycle.

Advanced principles and practices of database design and file management.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Principles of goal setting, program and budget development, work planning and organization.

Pertinent federal, state and local laws, codes and regulations as they pertain to information systems.

Methods and techniques of evaluating system and operation performance.

Quality management tools, such as TQM and customer-supplier model, for building consensus and forming partnerships.

Current technology goals and objectives.

Principles and application of change management strategies.

Ability to:

Oversee, plan and coordinate assigned activities.

Gather information and document business requirements and processes.

Lead interviews with internal customers and stakeholders.

Document and explain complex business operations to software vendors and developers.

Understand and utilize automated software, system management tools, and web-based development solutions.

Understand and communicate technical ideas in a user-friendly manner.

Develop training materials and facilitate presentations.

Prepare clear and concise reports, including test plans, cases, and test scripts.

Analyze problems, identify and recommend alternative solutions, project consequences of proposed actions, and implement recommendations.

Research, analyze, and evaluate new service delivery methods and techniques.

Analyze, troubleshoot problems, and coordinate the activities and operations of highly complex enterprise information systems.

Interpret and explain applicable policies and procedures.

Influence others and move toward a common goal.

Effectively implement and communicate changes in processes and systems.

Manage projects in a timely manner.

Accomplish goals under challenging conditions and within short deadlines.

Maintain confidentiality and commit to the highest standards of moral and business ethics.

Set priorities based on value to the organization.

Operate office equipment including computers and supporting word processing, presentation, spreadsheet, and database applications.

Communicate ideas, instructions, and requirements clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

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

Education/Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in computer science, information technology, business administration or a related field.

Experience:

Five years experience designing, analyzing, programming, and supporting enterprise information systems, including two years experience managing complex information technology projects.

License or Certificate:

Certification of Competency in Business Analysis (CCBA) is desired.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Standard office setting; exposure to computer screens; may be required to work irregular work hours including evenings and weekends.

Physical: Sufficient physical ability to work in an office setting and operate office equipment; to walk, stand, or sit for prolonged periods of time; to perform moderate or light lifting and carrying.

CITY OF SIMI VALLEY
Enterprise Systems Analyst (Continued)

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents.

Hearing: Hear in the normal audio range with or without correction.

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