SYSTEMS ANALYST II

DEFINITION
Under general supervision, serves as a lead liaison between business users and technical teams to analyze, design, develop, install, and maintain business and management information systems and procedures.

ESSENTIAL FUNCTIONS
This list of tasks is **ILLUSTRATIVE ONLY**, and is not a comprehensive listing of all functions and tasks performed by positions in this class. **Incumbents in this class may not be required to perform all duties listed and may be required to perform additional, position-specific duties.**

TASKS

Analyzes business problems as requested by users or department management; Solicits cooperation and participation of user personnel in the collection of data and determination of system requirements; Participates in evaluating business systems proposals, develops systems specifications, estimates hours and dollars for the project, and develops a system proposal for user and systems staff approval; Prepares work schedules for authorized projects based upon project estimates and analysts assigned to project; Develops detailed system/program design through the application of structured or other advanced design/programming techniques and documentation aids. Participates in walk through of system and program design.

Assists in the training and direction of assigned staff in the development of computer systems/programs; monitors and controls project progress; Designs methods of testing the system and solicits aid from users in verifying results; Works with user personnel to schedule system implementation; controls the initial or parallel running of the system before production.

Prepares documentation of the system including technical documentation, operations instructions, and user instructions, and designs controls for the system, monitors their implementation, and continuously monitors systems for adequacy, technical obsolescence, operational efficiency, file security, technical improvements, latent errors, changes in the business environment, and reports needs for improvements to management.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS
Knowledgeable of computer hardware including mainframes, microcomputers, peripheral devices, and terminals; Knowledgeable of system design techniques and standards
Knowledgeable of database and file access software and management
Knowledgeable of document management systems, and other software packages
Skilled in programming languages and technical problem solving and troubleshooting
Skilled in prioritizing work assignments and meeting multiple deadlines
Skilled in establishing and maintaining productive working relationships
Ability to provide a high level of quality customer service
Ability to clearly and effectively communicate both verbally and in writing
Possess strong analytical, technical, and organizational skills.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS
Work is performed in an office environment. Work may require frequent standing, walking, bending and lifting up to 50 pounds. May be exposed to repetitive motion.

QUALIFICATIONS
Bachelors Degree in Computer Science, Management Information Systems, or related technical field **AND** four (4) years of progressive systems analysis, design, programming, testing, implementation and documentation experience within an information technology environment **OR** an equivalent combination of education and experience.