



Systems Analyst II #02325

City of Virginia Beach – Job Description

Date of Last Revision: 11-20-2020

FLSA Status: Exempt

Pay Plan: Administrative

Grade: 16

City of Virginia Beach Organizational Mission & Values

The City of Virginia Beach exists to enhance the economic, educational, social and physical quality of the community and provide sustainable municipal services which are valued by its citizens. The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These Values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

Class Summary

Perform professional systems analysis development and/or maintenance work of various information systems. Utilize the City's IT systems to help achieve strategic business goals. Design and develop systems by configuring hardware and software. Supervise junior team members and coordinate specific work activities.

Representative Work Functions and Responsibilities

Demonstrated practitioner with experience in the delivery of system analysis. Analyze, design, and maintain information systems. Consult with management and users to determine the needs of the system.

Design applications in terms of IT systems that meet business requirements and goals. Adhere to departmental standards in program development and system design to maintain a structured environment. Use model building and structured analysis to ensure the solution is efficient, cost-effective and financially feasible. Evaluate new hardware and software products to enhance existing and future systems.

Document functional and non-functional requirements for technology solutions. Review, evaluate, and analyze existing systems to define problems and information processing requirements. Assist ComIT staff in developing and preparing design documents, testing, troubleshooting, and corrective actions.

Develop specifications, diagrams and flowcharts for developers to follow. Prepare concise, informational systems documentation, to provide historical and operating data on an automated system. Design and develop new systems by configuring new hardware and software, or use existing systems in new ways to accomplish additional or different outcomes.

Research the capability of various systems. Evaluate new technology applications and propose new solutions. Participate in the testing and debugging of programs and systems. Oversee implementation, coordinate tests and observe initiation of the system to validate performance. Use Software Development Life Cycle (SDLC) methodologies.

Provide both formal and informal staff training to enhance the available technical in-house expertise. Assist with the planning and organizing of work for subordinate employees assigned to their team to complete projects.

Perform other job duties requiring skills, knowledge and physical requirements as demanded by those duties described or less. Individual assignments will be determined by the supervisor based on then current workloads and department needs.

Performance Standards

Effectively utilize the modern tools of systems analysis; accurately assist in the preparation of cost benefit analyses; diplomatically respond to requests for services and information; clearly and concisely prepare monthly status reports and other presentations as required; effectively communicate both orally and in writing with users, co-workers and other municipal personnel; consistently work within established deadlines; and effectively manage available resources.

Minimum Qualifications

Requires a Bachelor's Degree in an Information Technology related field plus four (4) years of professional IT experience; OR any combination of education (above the high school level) and/or professional progressive IT experience equivalent to eight (8) years in fields utilizing the required knowledge, skills, and abilities in systems analysis, design and implementation of IT business applications; and associated with such positions as Systems Analyst, Systems Business Analyst, or Programmer Analyst.

May be required to have a current and valid driver's license.

Special Requirements

All employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies.

Knowledge-Skills-Abilities Required to Perform Satisfactorily

A. Knowledge

1. Knowledge of Municipal organizational structure, basic staffing patterns and administrative control techniques, including CVB standards and policies, and CVB operations, processes and procedures
2. Knowledge of modern principles and techniques of systems analysis, design, and programming.
3. Knowledge of information technology standards and best practices, including a structured and object oriented analysis.
4. Knowledge of the principles and procedures of modern business office procedures.
5. Knowledge of information technology software, hardware, and network communication technology.
6. Knowledge of various computer platforms functioning in centralized distributed, client server, cloud and stand-alone environments.
7. Knowledge of statistical information gathering/reporting
8. Knowledge of technical writing and documentation of systems, routine charts and graphs
9. Knowledge of entry-level modeling and structured analysis to ensure solutions are efficient, cost-effective and financially feasible

B. Skills

1. Skill in researching, developing, and designing routine information systems.
2. Skill in reading and writing routine technical documentation.
3. Skill in routine problem solving as it relates to applications programs.
4. Skill in developing and maintaining interpersonal relationships.
5. Skill in effective communication, both oral and written.

C. Abilities

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

1. Ability to maintain effective working relationships with departmental and other municipal employees.
2. Ability to complete the resolution of problem notices within given time frames, making management and the user aware of any needed time extension
3. Ability to conduct effective training sessions both for technical and user personnel.
4. Ability to clearly and effectively prepare and present oral and written reports.
5. Ability to prepare routine charts and graphs.
6. Ability to work within established deadlines.
7. Ability to receive and execute routine oral and written instructions.
8. Ability to plan and organize the work of junior staff.
9. Ability to implement advanced strategies for gathering data requirements
10. Ability to translate technical terminology in terms understandable to business analysts
11. Ability to stay up-to-date on new services, products and technology changes
12. Ability to perform cost comparison analysis related to application upgrades
13. Ability to create conceptual prototypes and mock-ups

Working Conditions

The below stated working conditions are intended to provide a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of positions in the noted job title. A more detailed description will be made available at the position (PCN) level.

NOTE: Per HR Policy 6.19, Americans with Disabilities, the City follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The City shall not discriminate on the basis of disability in its hiring and employment practices. The City shall make reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the City's business.

Physical Requirements: *Physical refers to the requirement for physical exertion and coordination of limb and body movement.*

Requires sedentary work that involves walking or standing some of the time and involves exerting up to 10 pounds of force on a regular and recurring basis and routine keyboard operations.

Mental Requirements: *Mental refers to the degree that the job involves cognitive activities, and use of mental processes*

Performs professional level work requiring the application of principles and practices of a wide range of administrative, technical, or managerial methods in the solution of administrative or technical problems; applies extensive understanding of operating policies and procedures to solve complex administrative problems; requires continuous, close attention for accurate results or frequent exposure to unusual pressure.

Environmental Conditions: *Environmental refers to job conditions inherent to the job setting, including those that may lead to injury or health hazards even though precautions have been taken.*

This job involves a risk of limited to no exposure to any environmental hazards.

Sensory Requirements: *Sensory refers to hearing, sight, touch, taste, and smell required by the job.*

The job requires normal visual acuity, and field of vision, hearing, and speaking.

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