JOB DESCRIPTION

JOB TITLE: Systems Analyst DATE: November 2019

WORK GROUP: Information Systems GROUP: Classified Personnel Non-Union

REPORTS TO: Information Systems Manager

JOB OVERVIEW

The Systems Analyst works as a liaison for stakeholders to lead in evaluating data systems needs and assists in process development and continuous improvement for the Agency, the Polk County Technology Consortium (PCTC) and other customers. Uses SDLC including Agile and Scrum, following and documenting all Agency processes.

ESSENTIAL JOB FUNCTIONS

1. Collaborate with Agency and PCTC representatives to define custom application development project functional requirements including use cases, business rules, and test plans using the Agile project management framework, to support business needs such as system intent, output requirements, internal procedures and inclusion of internal checks and controls.
2. Plan and lead testing, training, defect analysis, support, and implementation of ERP and other functions.
3. Participate as a member of an application support team for ERP and other systems used throughout the Agency, partners, and customers.
4. Assist with configuring and testing new releases of ERP systems prior to use in a production environment.
5. Maintain a level of understanding of data structures in order to design and develop processes to streamline production workflows and gain efficiencies.
6. Research development of new information systems to meet organizational needs.
7. Develop and maintain process documentation for Information Systems department functions and applicable Agency functional area operating procedures.
8. Conduct research and document the relationships among systems used throughout the agency and work with agency personnel to integrate existing systems where applicable.
9. Facilitate backlog refinement, sprint planning, daily scrums, retrospectives, and demos
10. Analyze business practices and procedures in order to design, develop and maintain automated workflow processes.
11. Keep current with information management industry trends to recommend software and hardware improvements.
12. Demonstrate cultural competency and behaviors consistent with the core values, vision, and mission of the Agency.
13. Other duties as assigned.

KNOWLEDGE SKILLS AND ABILITIES

The requirements listed below are representative of the knowledge, skill, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Ability to maintain confidentiality.
2. Strong oral, written, verbal, analytical, problem solving, interpersonal, and communication skills.
3. Must be self-motivated, reliable, organized, detail and quality oriented, and have excellent interpersonal skills.
4. Computer experience, including Microsoft products, Google Suite for Education and web based tools, as well as the ability to learn new applications and resources.
5. Must be familiar with standard concepts, practices, and procedures within the Agency.

EDUCATION AND EXPERIENCE
1. Degree or experience in technology, business, government, or related field preferred.
2. Two years professional experience as a systems analyst, business analyst, developer, customer support, technical support, or related position.
3. Aptitude and interest in learning technical environments, queries, applications, and systems.

**ESSENTIAL PHYSICAL DEMANDS AND TYPICAL WORKING CONDITIONS**

Bending, carrying, climbing, must be able to travel between job sites, lifting, pushing-pulling, reaching, sitting, standing, and walking. Working conditions include extremes of temperature and humidity. Hazards include stairs and communicable diseases.

<table>
<thead>
<tr>
<th>ADA Related Requirements</th>
<th>0-24%</th>
<th>25-49%</th>
<th>50-74%</th>
<th>75-100%</th>
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<tbody>
<tr>
<td>Seeing and hearing: Read documents, computer screen, answer phones, communicate in person.</td>
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<td>Standing and walking</td>
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<tr>
<td>Climbing, stooping, and kneeling</td>
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<td>Dexterity: utilizing phone, typing, and writing.</td>
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**Note:**
The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this classification and should not be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

I have received my job description. If I have questions or concerns about my job description I will contact my supervisor.

Print Name _______________________ Signature __________________________ Date _____________