CLASS SPECIFICATION

12/8/89 **SENIOR SYSTEMS ANALYST, 1597**

Summary of Duties: Analyzes procedures, methods and operations of computer-based information systems; designs, develops, implements, maintains and recommends information systems to improve efficiency and economy of City operations; performs technically complex and/or critical systems analysis and design activities; may modify and adapt software applications; may assign, review, evaluate and coordinate the work of processional employees engaged in these activities; applies sound supervisory principles and techniques in building and maintaining an effective workforce; fulfills affirmative action responsibilities; and performs related work.

Distinguishing Features: A Senior Systems Analyst develops and implements new and/or revised procedures and methods of operations for computer-based information systems, and/or supervises a small group of professional employees engaged in this work. Incumbents in this class perform complex analysis, planning, development, training, and support activities for automated, computer-based information systems in user departments Citywide. A Senior Systems Analyst personally performs the more complex work requiring a high degree of technical expertise, or that of a highly critical or high priority nature. An employee of this class provides various levels of management with information and solutions to specific administrative and technical problems which may be use in making policy and operational decisions, long range planning and identification of new techniques and systems applications that can increase productivity or attain program goals.

Employees in the class of Senior Systems Analyst may serve as lead workers or, as bona fide supervisors, coordinating the work of other professional and technical Employees. Employees in this class that function as bona fide supervisors are distinguished from lead workers in that they are responsible for the performance of the full range of supervisory activities including: application of discipline, processing and resolution of grievances, evaluation of performance and approval of time off requests. Assignments are received in general terms and work is reviewed in terms of results obtained.

Example of Duties:

- Performs the more difficult or critical analyses, and technical and financial feasibility studies;
- Designs conceptual or mathematical models for a computer-based system or problem under study;
- Determines components and parameters of systems to identify and maintain master files, working files, data volumes, file update schedules, length of data retention, and input and output layouts;
- Determines potential problems in a computer-based system and evaluates long-range

impact on existing or proposed departmental systems;

- Defines policies, procedures and standards relating to data dictionaries and directories, data base operations, quality control and physical security of data;
- Develops long range plans and performance monitoring criteria for computer-based systems;
- Formulates security plans for data and system access;
- Prepares functional specifications for computer systems and may develop requests for proposals and negotiate contracts with vendors for services related to the development of data processing equipment and software;
- Consults with City departments and other governmental agencies on problems involving system interfacing;
- Sets up and configures hardware and system components;
- Prepares or upgrades system sites;
- Loads and coordinates software such as operating systems, applications programs and utilities;
- Designs input and output format and processing instructions for use by applications programmers;
- Develops applications using 4th generation end user application development tools such as; FOCUS, SAS, PARADOX, D-Base 3 and Lotus;
- Prepares detailed descriptions of new systems including reports produced, data manipulation procedures and entry screens;
- Tests new systems and applications, analyzes problems and implements solutions;
- Writes user manuals;
- Designs, coordinates and conducts end-user training programs;
- Serves as trouble shooting consultant to PC and mini-computer users by correcting errors, answering operating inquiries, and fixing software and hardware problems in order to assist end users and facilitate system operation;
- Acts as technical liaison with end users and central data processing agency personnel, participates in network testing, proposes solutions and resolves communication problems;
- May act as a supervisor and assign, review and evaluate the work of a small group of professional employees engaged in various aspects of systems analysis work;
- Communicates equal employment/affirmative action information to employees;
- Applies job-related criteria in selecting, orienting, assigning, training, counseling, evaluating and disciplining subordinates;
- Assists employees in preparing for promotion as described in the City's Affirmative Action Program;
- May occasionally be assigned to other duties for training purposes or to meet technological changes or emergencies.

Qualifications

Knowledge of:

A good knowledge of:
- Data processing fundamentals such as: types of hardware and their uses, application

types, communications principles and devices, and data processing (input/output) steps;
- Systems development methodology including: feasibility study requirements, analysis, systems design, testing, implementation and follow-up;
- End user application development tools such as: SAS, Lotus, Symphony, D-base 3, Paradox, Focus, and IDDU (Interactive Data Definition Utility);
- Micro, mini and mainframe computers, peripheral equipment and their capabilities;
- Potential automation benefits;
- Principles and concepts of data base design such as: field, record and file definitions, data field characteristics, and differences between relational and hierarchical data base management systems;
- Supervisory principles and practices including: planning, delegating and controlling the work of subordinates;
- Techniques of training, instructing and evaluation of subordinate work performance;
- Techniques for counseling, disciplining and motivating subordinate personnel;
- Procedures for grievance handling;
- Supervisory responsibilities for EEO/AA as set forth in the City's Affirmative Action Program;
- Effective safety principles and practices.

A working knowledge of:
- Basic components of the City's budget request process;
- Memoranda of understanding as they apply to subordinate personnel;

A general knowledge of:
- City personnel rules, policies and procedures.

Ability to:

- Analyze and evaluate procedures, methods operations and systems for the purpose of designing and recommending information systems to improve the efficiency and economy of departmental operations;
- Recognize and operate basic system components such as printers, disk drives, tapes, plotters and related peripherals;
- Access automated files and generate computer reports using high-level retrieval language;
- Train and orient employees in the objectives, techniques and uses of computer-based information systems;
- Read and comprehend technical material;
- Communicate effectively both orally and in writing;
- Prepare clear, concise and well organized written materials such as narrative and technical reports, user manuals, procedures, instructions, memos and budget documents;
- Deal tactfully and effectively with City officials, department management and other individuals, groups and agencies;
- Establish and maintain a work environment to enhance both employee morale and

productivity;
- Apply supervisory principles and techniques;
- Fulfill supervisory affirmative action responsibilities as indicated in the City's Affirmative Action Program.

Requirements: Two years of full-time paid experience as a Systems Analyst with the City of Los Angeles or, graduation from a recognized four-year college or university and four years of full-time paid professional experience which provides experience in the analysis, design, development and implementation of computer-based information systems is required for Senior Systems Analyst.

License: A valid California driver's license and good driving record may be required.

Physical Requirements: Strength to perform average lifting of less than 5 pounds and occasionally over 15 pounds; good speaking and hearing ability; and good eyesight.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to the disability, and the ability of the hiring department to reasonably accommodate the limitations.

As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what all of the duties, responsibilities, and required qualifications of any position shall be.