30000603 INFORMATION SYSTEMS ANALYST IV (Supervisor)

FLSA Status: Exempt
Union Representation: Nonrepresented

GENERAL PURPOSE

To perform professional level information systems duties in support of strategic City computer operating systems across multiple platforms and technologies. To perform highly technical duties in support of the City's telecommunication systems including voice, data and cellular systems; to provide technical support and assistance to City information systems or telecommunication systems users; to supervise assigned staff; and to perform a variety of duties relative to assigned areas of responsibility. Positions in this classification must supervise one or more employees.

DISTINGUISHING CHARACTERISTICS

This is the working lead level class in the Information Systems Analyst series. Employees supervise assigned staff. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned. Employees perform the most difficult and responsible types of duties assigned to classes within this series including designing, developing, implementing and maintaining large or complex computer or voice and data communication systems and databases and supervising and providing lead direction and training to assigned staff.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from higher level supervisory or management staff.

Positions in this class **must** exercise direct supervision over one or more employees.

Exercises functional and technical supervision over lower level professional and technical staff.

EXAMPLES OF WORK -- *(Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)*

1 Install and maintain computer systems hardware and software; provide technical assistance to system users in accordance with applicable information systems policies, procedures, methods and techniques.

2 Perform systems analysis duties in the design, development, implementation and maintenance of information systems and supporting computer hardware and software applications. Develop optimum software configurations to achieve operating system functional goals; prepare and update user manuals and system documentation; troubleshoot and rectify computer system problems; evaluate new software/hardware and recommend changes as needed.

3 Participate in the evaluation and testing of system upgrades; install or upgrade in-house or vendor system software applications; troubleshoot hardware and software related problems; monitor overall systems performance to ensure achievement of system upgrade objectives.

4 Perform system maintenance activities on various files; monitor system disks for space; maintain system security; reset user passwords; grant or revoke system access.

5 Respond to requests from users regarding system operations; provide assistance to programming and operations personnel in the utilization of software and in resolving related systems problems.

6 Assist in implementing report generation programs; prepare a variety of accurate technical reports on operations and activities.

7 Create various reports, charts and other materials from multiple layers of data stored in City databases; assist in database maintenance and quality control.

8 As assigned, provide support to local area networks; create and modify user accounts; maintain electronic mail access; install and configure hardware and software; enable local area network connection; maintain file servers; monitor network performance; troubleshoot network problems; coordinate maintenance and repair with information systems or vendor staff.

9 As assigned, perform database administration duties; provide support to programming staff in planning, designing and implementing databases; maintain database security and user access; design, create and maintain physical objects including tables, files, libraries and indexes to support computer applications using database management systems; monitor database performance and troubleshoot problems; monitor and maintain space allocation for databases and files.

10 As assigned serve as project lead over all aspects of assigned information systems or telecommunication system projects; evaluate and assess client needs; identify and allocate resources including staff, equipment and materials; set project priorities, goals and objectives.

11 Perform highly technical duties in support of the City's telecommunication services including voice, data and cellular systems; plan, design and implement telecommunications projects; coordinate activities with internal and external resources.

12 Plan and coordinate telecommunications projects; inventory current lines, circuits, hardware and software; confer with client to determine service needs and technical details of hardware and software required; design solution and develop system specifications; research and analyze available services; prepare recommendations on services to be performed; provide cost estimates and present recommendations.

13 Coordinate and oversee installation of telecommunications infrastructure cabling and installation; review projects within internal and external staff including information systems staff, engineers, facilities managers and other involved groups.

14 Plan, prioritize, delegate and review the work of assigned staff; establish schedules and methods for achieving goals and objectives; review work products, make corrections and coordinate staff training and development efforts as appropriate.

15 Prepare project cost estimates and justification for new or enhanced system or telecommunication equipment modifications; may prepare requests for proposals for vendor services.

16 Prepare and present project progress reports for department management or committee; identify problems and issues; recommend solutions.

17 Oversee quality assurance procedures for information system or telecommunication services; review new application software for compliance with applicable quality assurance standards before implementation.

18 Monitor and control telecommunications equipment, devices and peripherals; assign and program telecommunications equipment; coordinate major equipment repairs; locate vendors and ship parts as needed for repairs; arrange for vendor to perform on-site repairs.

19 Coordinate user training, education and problem-solving sessions; develop training materials; counsel users on programs and services; conduct training programs; develop documentation for user problem solving including system and user manuals.

20 Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of information systems or telecommunication systems technology.

21 Perform related duties and responsibilities as required.

EXAMPLES OF WORK for the Information Systems Analyst (Supervisor)-- *In addition to the examples of work listed above for the Information Systems Analyst Series, the Information Systems Analyst (Supervisor) has the following additional assigned responsibility.*

1. Plan, supervise and evaluate the work of assigned staff; plan and evaluate the performance of assigned staff; establish performance requirements and personal development targets; regularly monitor performance and provide coaching for performance improvement and development; provide or coordinate staff training; participate in and effectively recommend hiring of staff; and effectively recommend disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the City Charter, Code, human resources policies and labor contract provisions.

QUALIFICATIONS

In addition to the qualifications for Information Systems Analyst III (2543):

Knowledge of:

Principles of supervision, training and performance evaluation.
Principles of lead supervision and training.
Personal computer and network architecture.
Principles, practices, methods and techniques of providing information systems or telecommunication system project management services.
Relational database concepts and principles.
Methods, techniques, principles and practices of integrating a variety of operating systems across multiple platforms.
Operational characteristics of specialized systems including geographical information systems.
Advanced methods and techniques of evaluating client information technology or voice and data communication system requirements.
Advanced principles and procedures of quality assurance and security related to computer information systems or telecommunication systems.
Advanced methods and techniques of designing, developing, installing and maintaining local and wide area networks.

Ability to:

Supervise, organize and review the work of assigned staff.
Select, supervise, train and evaluate staff,
Perform highly advanced programming and database management duties.
Create, design and maintain relational databases in a variety of languages.
Provide information systems or voice and data communication systems project management services.
Perform feasibility studies and conduct cost-benefit analyses.
Design and integrate systems within a variety of operating systems and platforms.
Perform highly advanced systems programming duties.

SPECIALTIES

Positions in this class are assigned to one of the following specialties: Generalist (GEN). Positions assigned to the Generalist specialty are defined in the Class Summary and Examples of Work portion of the class specification.

WORKING CONDITIONS

Environmental Conditions:

Office environment; exposure to computer screens.

Physical Conditions:

Essential and marginal functions may require maintaining physical condition necessary for sitting for prolonged periods of time; extensive use of computer keyboard; extensive verbal and electronic communication with system users; near visual acuity for performing programming or software installation functions.

Classification History:

Adopted: 07-01-02
Revised: 05-05-05 Class Spec correction:
(1) Deleted language regarding deep class promotion.
(2) Supervisory/Non-supervisory transfer language removed.
Revised: 03-17-06 Removed 7505 (ISA III Supervisor) from spec; updated spec for 7506 – ISA IV Supervisor
June 2009 - Change Job Class number from 7506 to 30000603, due to system change.