Senior Systems Analyst (1597)
Task List

Technical

1. Collects information about current and/or proposed system(s)/solution(s) and/or projected use cases and identifies critical and/or challenging areas, goals, and desirable features using the systems development life cycle methodology in order to design new or improved systems/solutions.

2. Develops a simplified description of a system/solution by using materials such as flow charts and system mock-ups for use in presenting the system/solution and its capabilities to managers, intended users, outside contractors, and other interested parties in order to promote understanding and/or gain approval.

3. Designs and/or develops information systems, problem solutions, and/or technical feasibility studies using knowledge of computer hardware, peripheral equipment, and other system components, and knowledge of software including operating systems, applications programs, and utilities in order to support business processes.

4. Determines components and parameters of systems to identify and maintain policies and processes to determine storage requirements, length of data retention, and data interfaces in order to develop a system which meets the business process requirements.

5. Prepares, evaluates, and implements backup, disaster recovery, and business continuity programs and/or procedures including frequency of backup; methods such as network storage, tape, or disk; location(s) for storage such as cloud or on-premise; and recovery/restoration procedures in order to provide for continued operation(s) of the system.

6. Develops emergency deployment procedures for Departmental computers, printers, and other equipment used in Department systems such as arrangements for other communication methods and equipment, and arranges for alternative processing sites in order to provide continuing service in case of system failure and/or major disaster.

7. Conducts financial feasibility studies for new systems and/or improvements to existing systems by taking into consideration information such as costs and benefits of computers and associated hardware, software systems, installation and/or integration with existing systems, and costs of testing, conversion, training, maintenance, and operation in order to make informed decisions and/or recommendations about new systems and/or improvements to existing systems.

8. Analyzes information processing requirements and requests to determine appropriate platform(s) (hardware and software environments) including systems

in which collection, input, output, and processing facilities may be widely dispersed geographically, and suggests alternatives when appropriate which do not include computer systems in order to resolve problems efficiently and economically.

9. Writes user requirements and/or specifications for computer system components such as hardware, software, peripheral equipment, and local area network equipment for use in requests for proposals and other documents using programs such as Microsoft Office Suite and/or Google Docs in order to acquire equipment and/or software which will perform necessary functions at required levels.

10. Formulate, execute, and implement security plans for network, data and systems access such as data governance policies in order to maintain authorized access to data resources.

11. Negotiates contracts with vendors for services related to any information-technology services and/or products for the City of Los Angeles in order to procure services and products needed to carry out assignments and projects to meet department goals.

12. Oversees the installation and configuration of various hardware, software, and system components such as servers, desktops, network equipment, operating systems, and business applications in order to meet various business needs.

13. Consults with end users to provide advice and information about requested improvements in system operation or compatibility of proposed enhancements such as integrations, hardware or software upgrade in order to improve workflow and business processes.

14. Oversees the development of applications using various application development languages and tools such as Java, C#, Coldfusion, HTML, SQL, and other web development tools in order to deliver functional information systems.

15. Oversees testing and/or validation of new systems and applications and develop implementation plans to ensure a successful implementation of systems in order to meet the system requirements.

16. Conducts or facilitates training programs for system use by designing and/or developing end user training programs and presenting materials in various formats such as written training materials/manuals, video, interactive computer training programs and/or other formats in order to teach end users how to use the system effectively.

Administration

17. Attends meetings of committees or working groups such as meeting with the vendor's user groups, the Information Technology Policy Committee (ITPC) and

other municipal committees and working groups as needed   as a representative of the City and/or Department in order to exchange information about standards, systems, interfaces, and other matters of mutual interest.

18. Administers City standards such as those established by the Information Technology Policy Committee (ITPC) for software and/or hardware selection and use in order to ensure compatible and cost effective information techniques and tools.

19. Drafts proposed budgets including identifying priorities and making recommendations for new items to be included using information from sources such as reports from subordinates, requests from Divisions, and suggestions from contractors in order to provide information for use by management in preparing the Department budget.

Communication

20. Keeps informed of new types of computer equipment and software by reading professional journals, speaking with equipment manufacturers or software publisher representatives or other knowledgeable individuals, attending user group meetings, trade shows, or conferences, and/or participating in similar activities in order to be prepared for changes in types of equipment and/or software, make recommendations about use of new products, and recommend training for subordinates.

21. Writes documentation such as memos, letters, narrative reports, standard forms such as time sheets, progress reports, formal reports, and CAO Rule 11 & 13 requests for purchase of nonstandard hardware, software, or programming services, requests for proposals, and subject reports describing need for new systems, functioning of proposed systems, or problems with existing systems, in order to carry on routine business, such as use by management, provide information to supervisors, and to acquire equipment and/or software.

Supervision

22. Sets an example of behavior, positive attitude toward work and coworkers, and good job performance for subordinates and coworkers by actions such as treating everyone with consideration, being sensitive to individual differences, arriving on time, having work ready when promised, and not complaining about unpleasant jobs in order to maintain a pleasant or cooperative work environment.

23. Informs staff of good safety habits to develop when using computer monitors and keyboards extensively, such as maintaining good posture and looking away from the monitor screen every few minutes, of correct safety procedures such as lifting with knees bent and keeping aisles or walkways clear of cords, and of emergency procedures in order to reduce work-related injuries.

24. Approves employee work schedule; approves/disapproves employee requests for time off; and verifies that timesheets properly account for employee work time in order to assure necessary levels of staffing, timely completion of work, and appropriate documentation.

25. Conveys information to employees orally or in writing, including information from management such as policy changes or department objectives, work schedules and delegation of work assignments, interpretations of City policies or MOU's, updated safety information, and training and promotional opportunities; listens to employee suggestions and concerns and follows-up as appropriate; discusses and coordinates activities of unit with other supervisors and/or other staff; and documents and informs management of completed work activities, deviations from planned work, concerns, ideas, and suggestions in order to ensure everyone is provided relevant information.

26. Observes and keeps records of employee performance, reviews, evaluates, and discusses completed work of employees, and monitors job progress by meeting with employees regularly in order to ensure safe and timely completion of work and that its quantity and quality are consistent with standards; makes adjustments as needed to work in progress and provides verbal and/or written praise and/or constructive criticism in order to provide recognition of good/poor performance, improve morale, provide examples for others, identify developmental needs, and coach employees for more effective performance of future assignments.

27. Interviews job candidates for positions supervised by the Senior Systems Analyst such as Systems Analysts, Application Programmer, Management Analyst, or other positions in order to facilitate the hiring of potential candidates.

28. Applies the principles of Equal Employment Opportunity such as informing subordinates of these policies to prevent possible sexual harassment and/or expression of racial, ethnic, religious, or other bigotry; listens to employee grievances and disputes to identify a fair solution based on facts; counsels employees regarding problems such as rule infractions or inappropriate conduct; and/or disciplines employees following departmental progressive disciplinary procedures in order to provide an effective and safe work environment.

Project Management

29. Establishes short-term, mid-term, and long-term goals and objectives such as system upgrades/enhancements/replacements in coordination with management and other key stakeholders in order to meet the business needs.

30. Defines scope, schedules, milestones, and deliverables of various components of projects, and manages scope and/or risks and develops mitigation plans in order to timely deliver projects within scope and on-budget.

31. Identifies and engages stakeholders in the project life-cycle such as providing regular progress updates and discussing challenges and proposed solutions in order to ensure that stakeholder needs are met.