INFORMATION SYSTEMS ANALYST I
INFORMATION SYSTEMS ANALYST II

PC: 753, 881

FC: IF129, IF130   BU: 95

PB: 02, 06   May 2003

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Designs, develops, tests and implements computer and/or mainframe applications or databases for an assigned information system; provides technical assistance to system users on various applications; analyzes and troubleshoots system failures; and performs related duties as assigned.

CLASS CHARACTERISTICS

Information Systems Analyst I – This is the entry level class in the Information Systems Analyst series. This class is distinguished from the Information Systems Analyst II by the performance of the more routine tasks and duties assigned to positions within the series. Since this class is typically used as a training class, employees may have only limited or no directly related work experience.

Information Systems Analyst II – This is the full journey level class within the Information Systems Analyst series. Employees within this class are distinguished from the Information Systems Analyst I by the performance of the full range of duties as assigned. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level, or when filled from the outside, have prior experience.

EXAMPLES OF DUTIES – *Duties may include, but are not limited to, the following:*

1.   Develops, installs and maintains software applications; prepares and updates user manuals and system documentation; troubleshoots and rectifies computer system problems; evaluates new software/hardware and recommends changes as needed.

2.   Performs system maintenance activities on various files; monitors system disks for space; maintains system security.

3.   Participates in the evaluation and testing of system upgrades; installs or upgrades software applications; troubleshoots hardware and software related problems.

4.   Responds to requests from users regarding system operations; provides solutions to operations problems; or refers users to appropriate information systems staff member.

5.   Provides user training for applicable software applications; develops user training manuals and written standards and procedures; updates and maintains user and training manuals as needed.

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

7.   Performs a variety of systems analysis duties in the design, implementation and maintenance of management information systems and supporting computer hardware and software applications; programs new applications or enhances existing programs.

8.   Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of information systems.

9.   Serves as technical expert on task forces and committees; presents reports and proposals.

QUALIFICATIONS

Information Systems Analyst I

Knowledge of:
Basic theories and applications of computer science.
Basic principles and practices of computer applications development and installation.
Personal computer hardware and software components.
Basic methods and techniques used in the installation, trouble shooting and maintenance of software applications and information systems.
Operational characteristics of various computer programs, networks, software packages and programming languages.
Basic characteristics of various computer programs, networks, software packages and programming languages.

Skill in:
Providing technical support for the implementation and maintenance of various software applications.
Responding to and identifying user needs and determining resolutions.

Learning to apply a wide variety of computer programming languages.
Learning to detect, isolate and resolve application problems.
Learning to install, trouble shoot and upgrade information systems.
Learning to analyze and assess the technological needs of assigned departments.
Performing routine systems analysis duties.
Recommending appropriate technology to meet client needs.
Communicating clearly and concisely, both orally and in writing.
Establishing and maintaining effective working relationships with those contacted in the course of work.
Operating office equipment including computers and supporting word processing and spreadsheet applications.

MINIMUM QUALIFICATIONS

Information Systems Analyst I

Education:
A Bachelor's degree in computer science, information systems, business administration or a closely related field from an accredited college or university.

Information Systems Analyst II

In addition to the qualifications for Information Systems Analyst I:

Knowledge of:
Methods and techniques of computer applications development and installation.
Principles and practices of computer science and information systems.
Principles and practices of software troubleshooting.
Operational characteristics of a variety of computer platforms and operating systems.
Methods and techniques used in the installation, trouble shooting and maintenance of information systems.

Skill in:
Recommending, designing, implementing and installing computer software applications.
Applying a wide variety of computer programming languages.
Detecting, isolating and resolving information system problems.
Analyzing and assessing the technological needs of assigned departments.
Independently performing systems analysis activities.

MINIMUM QUALIFICATIONS

Education:
A Bachelor's degree in computer science, information systems, business administration or a closely related field from an accredited college or university.

Experience:
Two (2) years of (full-time equivalent) verifiable experience in software applications programming and/or systems analysis.

Substitution:
Additional professional experience as outlined above may be substituted for the education on a year-for-year basis. A college degree is preferred.

WORKING CONDITIONS

Environmental Conditions:
Office environment; computer room environment; exposure to computer screens.

Physical Conditions:
May require maintaining physical condition necessary for sitting for prolonged periods of time; extensive use of computer keyboard.

EEOC Code: 02

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