CLASSIFICATION TITLE: IT Systems Analyst	**JOB NUMBER**: 7235	**AFFILIATION:** Unaffiliated (Non-Union)	
REPORTS TO: IT Applications Supervisor	**PAY GRADE:** 21	**FLSA STATUS:** Exempt	

GENERAL SUMMARY

Performs difficult technical work gathering and prioritizing user requirements, engineering and optimizing software-related processes, optimizing IT systems, and related work as apparent or assigned. Work is performed under the general direction of the IT Applications Supervisor ("supervisor").

CORE VALUES

All employees are expected to model and foster the City of Richland's core values in the performance of their duties and their interactions while representing the City. The values of *Teamwork*, *Integrity*, and *Excellence* promote and maintain a high level of morale and productivity and are the tie that binds all City employees together, across all functions.

ESSENTIAL JOB FUNCTIONS

To be successful in this position, an individual must be able to perform each essential function satisfactorily. Additional duties of a similar nature and level may also be assigned. The City may make reasonable accommodations to enable a qualified individual with disabilities to perform the essential functions.

- Analyzes existing and planned systems, technologies, and processes and identifies risks, faults, and opportunities for improvement.

- Collaborates with stakeholders to determine project scope and vision; conducts interviews and product analysis to gather requirements; provides ongoing technical support and troubleshoots technology issues.

- Supports software implementations including testing, facilitating product demos, holding team retrospectives, investigating issues, and other related processes as necessary and required.

- Designs IT solutions in response to customer requirements using technology already employed by the City where possible, and solves technical issues effectively.

- Performs SharePoint configuration and administration, software testing and quality assurance, and end-user training.
- Authors, improves, and maintains Microsoft SQL Server Reporting Services reports.

KNOWLEDGE, SKILLS, AND ABILITIES

The requirements listed below are representative of the knowledge, skill, and/or ability required to successfully perform the essential functions of the position.

Knowledge of:
- Applicable Federal, State, and local laws, rules, codes, and regulations related to assigned activities
- Microsoft SQL Server, relational databases, and SQL reporting tools
- Leveraging SQL to mine and analyze data
- Process engineering and workflow design
- Project management methods, tools, and principles for managing, scheduling, developing, and coordinating projects, including monitoring costs, work, and performance
- Record-keeping principles, procedures, and techniques
- Interpersonal skills using tact, patience, and courtesy

Skills and abilities to:
- Analyze, conceptualize, and problem-solve.
- Research, review, and analyze the effectiveness and efficiency of existing processes, systems, and technologies, and develop and recommend strategies for enhancing or further leveraging these processes/technologies.
- Plan, schedule and track project activities, milestones, and deliverables using appropriate tools.
- Troubleshoot project problem areas and mitigate project risks.
- Communicate effectively with technical and non-technical stakeholders including development of informational material.
- Participate in and occasionally lead presentations and meetings.
- Ability to read, interpret, and apply complex technical information from source documents.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; work independently with little or no direction, organize own work, set priorities, and meet critical time deadlines.
- Use tact, initiative, prudence and independent judgment within general policy, procedures, and guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

SPECIAL REQUIREMENTS

- Obtain Project Management Institute – Agile Certified Practitioner (PMI-ACP) Certification within two years of hire and maintain throughout employment
- Valid driver's license

EDUCATION AND EXPERIENCE

Bachelor's degree with coursework in information systems, or related field and three (3) year of experience in information technology, including two (2) years in business analysis role, or equivalent combination of education and experience.

COMPETENCIES

Foundational

- Use Technical/Functional Expertise: Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.
- Be Accountable for Performance: Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.
- Provide Excellent Customer Service: Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.
- Communicate Effectively: Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- Work Safely: Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT

The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to
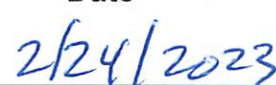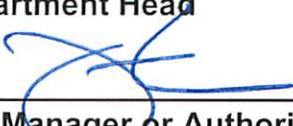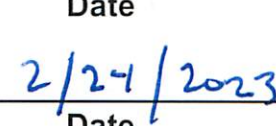
successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This work requires the regular and punctual attendance at the office or other assigned location; work requires the occasional exertion of up to 10 pounds of force; work regularly requires sitting, speaking or hearing and using hands to finger, handle or feel and occasionally requires standing and walking; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, operating motor vehicles or equipment and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Authorization *(for Archive)*

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job classification does not constitute an employment agreement between the City of Richland and any employee and is subject to change by the City as the needs of the City and requirements of the job change.

Raley Paulsen	_2/23/2023_
Human Resources Director	**Date**
	_2/24/2023_
Department Head	**Date**
	_2/24/2023_
City Manager or Authorized Designee	**Date**