

**City of San José**  
**CLASS SPECIFICATION**

**Title: Information Systems Analyst (1355)**

<b>DEPARTMENT</b>	<b>ACCOUNTABLE TO</b>	<b>FLSA STATUS</b>
Varies	Varies	Exempt

**CLASS SUMMARY**

Under direction, performs professional, technical, and project management duties in the initiation, analysis, development, implementation, modification, support and maintenance of department technology systems or programs. Areas of responsibility include computers, communications, electronic data and/or networks. Conducts business analysis, and prepares process and data flow maps with recommended optimizations. Performs related work as required.

**DISTINGUISHING CHARACTERISTICS**

The Information Systems Analyst is the first level in the Information Technology professional/management series responsible for performing the full range of professional duties in the support of the City's technology systems or programs. Incumbents are expected to work independently and exercise judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and demonstrates full awareness of the operating procedures and policies required to execute assigned products, programs, and projects.

Information Systems Analyst differs from Supervising Applications Analyst in that the latter supervises a group of technical and/or professional staff which may include Information Systems Analysts. The Information Systems Analyst classification differs from the Enterprise Supervising Technology Analyst in that the latter requires a higher level of skill, responsibility, and expertise needed to support and maintain City technology systems or programs, oversee the City's larger technical operations and projects, and perform enterprise-level professional duties that have a Citywide impact.

**QUALIFICATIONS**

**(These qualifications are typically required. An equivalent combination of education and experience sufficient to satisfactorily perform the duties of the job may be substituted.)**

**Minimum Qualifications**

**Education and Experience**

A Bachelor's Degree from an accredited college or university in a relevant field, AND four (4) years of progressively responsible professional/journey level experience, of which at least two (2) years of experience include lead technical work in development, implementation and maintenance of computer systems, or application development and/or support.

**Acceptable Substitution**

- Additional years of increasingly responsible directly related work experience may be substituted for education on a year-for-year basis.
- Completion of a Master's Degree in a relevant field from an accredited college or university may be substituted for one (1) year of the required two (2) years of experience which include lead technical work in development, implementation and maintenance of computer systems, or application development and/or support.

**Required Licensing (such as driver's license, certifications, etc.)**

- Possession of a valid State of California driver's license may be required.
- Certification as a Microsoft Certified Systems Engineer (MCSE), or equivalent certification from a professional organization, may be required if assigned to positions working with computer networks.

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**Other Qualifications**

**(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)**

**Basic Competencies**

**(Needed at entry into the job in order to perform the essential duties.)**

- Job Expertise - Demonstrates knowledge of and experience with applicable professional/technical principles and practices, Citywide and departmental procedures/policies and federal and state rules and regulations.
- Communication Skills - Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills and displays openness to other people's ideas and thoughts.
- Computer Skills - Experienced with common business computer applications including but not limited to: MS Outlook, MS Word, MS PowerPoint, MS Access, and MS Excel.
- Teamwork & Interpersonal Skills - Develops effective relationships with co-workers and supervisors by helping others accomplish tasks and using collaboration and conflict resolution skills.
- Analytical Thinking - Approaching a problem or situation by using a logical, systematic, sequential approach.
- Flexibility - Makes effective decisions and achieves desired results in the midst of major changes in responsibilities, work processes, timeframes, performance expectations, organizational culture, or work environment.
- Planning – Acts to align own unit's goals with the strategic direction of the organization; Defines tasks and milestones to achieve objectives, while ensuring the optimal use of resources to meet those objectives.
- Problem Solving – Approaches a situation or problem by defining the problem or issue; determines the significance of problem; collects information; uses logic and intuition to arrive at decisions or solutions to problems that achieve the desired outcome.
- Project Management – Ensures support for projects and implements agency goals and strategic objectives.
- Supervision - Sets effective long and short-term goals based on a good understanding of management practices; establishes realistic priorities within available resources; provides motivational support; empowers others; assigns decision-making and work functions to others in an appropriate manner to maximize organizational and individual effectiveness.
- Technology Use/Management - Uses efficient and cost-effective approaches to integrate technology into the workplace and improve program effectiveness.

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<b>DUTY NO.</b>	<b>TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:</b>	<b>FREQUENCY*</b>
1.	Leads work groups and/or projects. Prioritizes and assigns work, ensures staff are trained, and completes performance evaluations. Applies and enforces technology best practices and security compliances.	Daily/Several Times
2.	Receives, evaluates, and handles work orders and requests for services pertaining to the administration and maintenance of department information systems.	Daily/Several Times
3.	Conducts business analysis, prepares process and data flow maps with recommended optimizations, develops functional specifications, evaluates alternative implementation techniques, and acquires and/or creates appropriate solutions.	Daily/Several Times
4.	Evaluates new system software and hardware detailing factors such as cost, impact on current systems, and personnel, and proposed time frames.	Weekly
5.	Prepares detailed schematics, sample products, and records of layouts of proposed systems.	Weekly
6.	Performs all phases of project management; including initiating system development by outlining project scope, designing system integrations, planning change management, and preparing detailed specifications, support documentation, and linking new applications to other systems.	Weekly
7.	Trains technical staff in department systems analysis and management techniques.	Weekly
8.	Provides user documentation; trains end user personnel in the utilization of new systems; ensures customer satisfaction measures are met.	Weekly
9.	Reviews and updates system documentation and operation procedures	Weekly
10.	Proposes and plans system upgrades/replacement to meet current supported technology.	Weekly
11.	Leads department system outage incident and remediation; communicates impact to customers and stakeholders.	Weekly
12.	Recommends use of contractors when necessary; serves as liaison between the City user and the contractor; monitors contractor deliverables to ensure that the product or solution provided meets technical specifications and quality requirements.	Weekly
13.	Assists in the development of contract specifications and monitors the work of contract personnel.	Intermittent
14.	Researches, proposes, and implements new technology which supports the strategic goals of department and the City.	Intermittent
15.	Prepares requests for proposals, evaluates vendor responses, makes recommendations concerning purchases, negotiates with vendors, and reviews contracts.	Intermittent
16.	Performs other related duties as assigned.	As Required

\*Frequency defined as Daily/Several Times, Daily, Weekly, Intermittent, or As Required

**PHYSICAL/ENVIRONMENTAL ELEMENTS**

The following is a general statement for the classification. Individual positions may have additional or different physical/environmental elements.

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In an office environment, possess ability to:

- Operate, access, enter, and retrieve data using standard office equipment, including but not limited to a computer or tablet;
- Read printed materials and a computer screen;
- Communicate in person and over the telephone;
- Lift, carry, push, and pull materials and objects up to 25 pounds, or heavier weights, in all cases with the use of proper equipment;
- Move between/within work areas, including but not limited to sitting, walking, and standing on various surfaces, turning, bending, grasping, and making repetitive hand movements;
- Be exposed to moderate noise levels and controlled temperature conditions;
- Maintain professional demeanor during interactions with staff, customers, and the public.

**CLASSIFICATION HISTORY** *Created 3/80, Rev. 11/81, Rev. 12/83, Rev. 10/90, Rev. 6/97, Rev. 7/97, Rev. 11/01, Rev. 09/17; s004*