

CITY OF CEDAR RAPIDS POSITION PROFILE	JOB CODE #/TITLE: NB499 Systems Analyst Supervisor
POSITION #/TITLE: 2513 Systems Analyst Supervisor	Adopted: 04-12
	Revised: 05-14

POSITION DESCRIPTION

Dept: Information Technology	Manager Level: Supervisor
Salary Plan/Description: NBU/Non-Bargaining Unit	Salary Grade: 13
Reports To Position #/Job Code #/JC Title: 2493/NB387/Enterprise Application Solutions Manager	Dotted-line Reports To Position #/Job Code #/JC Title:
FLSA Status: Exempt	City Overtime Status (Employee Type): Exempt (Salaried)
Physical Demand Rating: Light	Work Environment: Controlled
Pre-employment Testing: Drug and health screening after contingent offer.	Position Testing: Job fit assessment, knowledge test, skills test
Personal Protective Equipment: None	

General Statement of Duties

Supervises all activities related to the Systems Analyst team within the Enterprise Application Solutions Division. Supervises the design for new computer systems and modifications to existing computer systems. Performs related work as required.

Distinguishing Features of the Class

Considerable leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the classifications of Systems Analyst I and II.

Examples of Essential Work (Illustrative Only)

- Maintains, supports, and upgrades existing systems and applications;
- Provides technical support to project team members;
- Designs, plans, and coordinates work teams;
- Provides consulting, technical and functional programming expertise for the City;
- Provides input to management and PMO regarding staff performance and project status on a regular basis;
- Supervises and trains staff on policies, procedures, and standards;
- Assesses and evaluates staff performance, providing performance input and mentoring staff;
- Monitors compliance with departmental procedures and controls to ensure efficient workflow and quality end product, including software design and change management;
- Translates analytic results into recommendations of practical and implementable solutions;
- Communicates results and recommendations to working teams and senior leadership in a timely manner;
- Supervises and delivers large, complex client solutions that identify, design, and implement creative business solutions and technology solutions;
- Performs preventive maintenance on computer systems and troubleshoots all problem areas associated with software applications and computer operations;
- Installs computer hardware components and all relevant software applications, network components, Internet accesses and information systems as needed;

Creates management reports and metrics as requested;
Develops and supervises operating, staffing, and project budgets;
Administers performance reviews and provides leadership to Enterprise Application Solution Analyst team members;
Maintains all appropriate records on departmental computer operations and maintenance schedules;
Trains and assists other employees in the use of the various computer applications and troubleshoots operational problems as requested;
Analyzes users' requests and works with users in the development or modification of computer systems;
Assists in planning and feasibility/requirements analysis for proposed systems;
Prepares the format of input and output documents, screens and files to meet the design objective;
Writes specifications for systems development in coordination with the Enterprise Application Solutions Manager and Development Supervisor;
Prepares detailed program documentation and operating documentation;
Tests all phases of the computer system to ensure that user needs are met;
Conducts timely performance reviews and monitors performance and staffing needs;
Performs all work duties and activities in accordance with City policies, procedures and safety practices;
Attends work regularly at the designated place and time;
Supports continuous process improvement initiatives;
Performs related work as required.

Required Knowledge and Abilities

Thorough knowledge of software, hardware and computer operating systems (specifically Microsoft Windows XP and 7 Workstation and Microsoft Office Professional);
Thorough knowledge of the functions and operations of the Information Technology Division;
Thorough knowledge managing an Analyst staff in the maintenance and support of City software applications;
Thorough knowledge in overseeing the direction, development, and implementation of software solutions;
Thorough knowledge with automated software and system management tools;
Thorough knowledge of system and software quality assurance best practices and methodologies;
Thorough knowledge of computer systems and analysis of computer programs;
Thorough knowledge of systems analytical practices and procedures;
Thorough knowledge of the principles of computer programming and of adapting computer processing techniques to meet end-user needs;
Ability to understand and apply IT concepts and internal policies and procedures to solve a variety of problems, including a strong understanding of multi-dimensional database concepts and tools;
Ability to utilize project management skills and/or substantial exposure to project-based work structures, project lifecycle models, etc.;
Ability to effectively use a "Make versus Buy" decision;
Ability to apply analytics to efficiently (and pragmatically) solve business problems through structure problem solving approaches;
Ability to train others in the use of computer operations and software applications;
Ability to work cooperatively and to maintain effective working relationships to accomplish job responsibilities;
Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
Ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

Graduation from an accredited college or university with a Bachelor's Degree in computer science or closely related field; and

Considerable experience supporting or working with computer software, hardware and operations systems related to Information Technology; or
Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Required Special Qualifications
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Valid Iowa Driver's License.
MCP (Windows Professional and/or XP, Office) desirable.
May be required to obtain Iowa NCIC certification based on work assignment.

Essential Physical Abilities

Requires the following, with or without reasonable accommodation:
Clarity of speech and hearing which permits the employee to communicate effectively;
Sufficient vision which permits the employee to operate equipment and tools;
Sufficient manual dexterity which permits the employee to operate equipment;
Sufficient personal mobility which permits the employee to visit various and other work stations in the City.