

## **JOB DESCRIPTION TEMPLATE**

Career Ladder:	Systems Analysis
Business Title:	Systems Analyst I
Department:	
Department Code:	
Level:	

### **Job Summary:**

The Systems Analyst I consults with users and analyzes their requirements, and assists in the design, implementation and maintenance of vendor supplied applications.

### **Organizational Status:**

### **Work Performed:**

#### Specific Duties:

### Core Duties:

- Consults with users to determine their technical needs and analyses and reviews existing system features and requirements.
- Researches vendor applications, proposes recommendations, and participates in the solution design and implementation.
- Reviews application logs and alerts to monitor application stability, and identifies opportunities to enhance application performance and operation.
- Performs application data conversions, migrations and upgrades.
- Assists in integrating vendor supplied applications with existing infrastructure and applications through standard interfaces and protocols.
- Plans and performs application configuration changes or module deployments.
- Develops or modifies software application modules.
- Conducts testing of new or customized application modules to ensure application meets specifications.
- Documents functions and changes to new or modified modules, tests activities/results, error handling and backup/recovery procedures.
- Provides ongoing maintenance and operational support for applications.
- Produces technical documentation, including operations, maintenance and support procedures.
- Supports application lifecycle and applies and follows appropriate change management methodologies and best practices.
- Contributes to the ongoing planning and analysis of application enhancements in support of current or new services.
- Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools.
- Participates in project planning and implementation.
- Builds and maintains good working relationships and collaborates with others to achieve client objectives.
- Performs other related duties as required.

**Consequence of Error/Judgment:**

**Supervision Received:**

**Supervision Given:**

**Education/Work Experience:**

**Skills:**

## Competency Proficiency:

<b>Core Competencies:</b>
<u>Collaboration (Basic – B):</u> Takes initiative to actively participate in team interactions. Without waiting to be asked, constructively expresses own point of view or concerns, even when it may be unpopular. Ensures that the limited time available for collaboration adds significant customer value and business results.
<u>Communicating for Results (Basic – B):</u> Converses with, and writes to, peers in ways that support transactional and administrative activities. Seeks and shares information and opinions. Explains the immediate context of the situation, asks questions with follow-ups, and solicits advice prior to taking action.
<u>Problem Solving (Basic – B):</u> Investigates defined issues with uncertain cause. Solicits input in gathering data that help identify and differentiate the symptoms and root causes of defined problems. Suggests alternative approaches that meet the needs of the organization, the situation, and those involved. Resolves problems and escalates issues with suggestions for further investigation and options for consideration as required.
<b>Role Based Competencies:</b>
<u>Accountability (Basic – B):</u> Checks assumptions about mutual expectations and clarifies standards of overall performance. Checks the scope of responsibilities of self and others. Monitors day-to-day performance and takes corrective action when needed to ensure desired performance is achieved.
<u>Business Process Knowledge (Basic – B):</u> Defines routine, integrated processes. Documents processes using basic formal process charting techniques. Applies process definitions and flows to work performed. Identifies process bottlenecks and contributes suggestions for process improvement.
<u>Information Systems Knowledge (Basic – B):</u> Possesses a basic understanding of the strategy, structures, processes, and procedures of the enterprise in its relationship with the business and its activities. Troubleshoots in response to requests for technical support. Identifies problems and needs. Escalates problems to appropriate technical experts.