

**INFORMATION SYSTEMS ANALYST  
JOB DESCRIPTION**



JOB TITLE: Information Systems Analyst	CLASSIFICATION: Technicians	IMMEDIATE SUPERVISOR: Information Systems Director
PAY GRADE: 136	DEPT: Information Systems	STATUS: <u>FT</u> PT <u>EXEMPT</u> NON-EXEMPT BARG UNIT <u>NON-BARG UNIT</u>

**JOB SUMMARY:** High-level information technology expert to guide the development, deployment, and support of software systems. Consult on the current state of an I.S. system and provide data-driven advice on how to expand or refine its operations to meet Village needs. Collect data, observe workflows and monitor processes to identify vulnerabilities or areas of improvement. Conduct training and provide backend, level II, advanced software support to end-users.

**SUPERVISION EXERCISED:** None

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Performs IBM iSeries and GIS Enterprise server administrative operations. Monitors systems for capacity and performance planning purposes, and applies system upgrades.
- Provides technical support to users on specialized applications including but not limited to ProjectDox electronic plan review, CentralSquare Public Sector Administration Financials and Community services.
- Work with users and developers to implement and integrate new software packages. To include project management, software testing, analysis, and that software meets user requirement. Develop training materials and train existing and new users on the software. Understanding of end user work processes to handle problem recognition, research, isolation, resolution and follow-up for unique user problems
- Able to manipulate and retrieve data held in Relational databases using IBM/400 Query, AnalyticsNow, and Structured Query Language (SQL).
- Manages IBM iSeries and Windows servers cloud, disk, and tape backups. Performs periodical Disaster Recovery testing procedures to establish data integrity and assist in identifying tasks necessary to recover from minor/major data loss. Supports setup of Village's audio/video broadcast systems components as required.
- Provides after-hours and on-call support for emergency system problems, software upgrades, and declared emergency events.
- Performs other work related tasks as required.

**DESIRED MINIMUM QUALIFICATIONS:**

Education and Experience:

- At least two (2) years of college education in computer science or closely related field with three to five (3-5) years professional level systems analysis experience in an integrated environment.
- Any equivalent combination of education training and experience that provides the requisite knowledge, skills and abilities for this job.

### Knowledge, Skills and Abilities:

- IBM eServer administration, CentralSquare Public Sector Administration suite, Windows HyperV server virtualization, Windows Active Directory, SQL administration, and Microsoft Office suite products.
- Able to apply cumulative program temporary fix (PTF) packages and perform operating system (OS) upgrades to IBM iSeries and Windows virtual/physical servers.
- Ability to independently plan, develop, and manage software deployments.
- Develop new training materials and clearly conduct end-user classroom training in clear and respectful environment.
- High-level analytical and technical skills to pursue a logical line of inquiry while troubleshooting problems.
- Considerable analytical skills; ability to solve problems, exercise sound judgment and initiative; ability to work independently.
- Demonstrated ability to plan, schedule and complete multiple projects and objectives; ability to establish long and short term programs
- Establish and maintain effective working relationships with other departments, peers, technical consultants and Village Residents.
- Patience to interact with users of all level of proficiency and knowledge.
- FEMA ICS Training requirements

### **SPECIAL REQUIREMENTS:**

- Valid Florida State driver's license or ability to obtain one by the date of hire; No more than two (2) moving violations within the last 12 month period; No more than six (6) violation points on your license within the last 24 months.

### **PHYSICAL REQUIREMENTS:**

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

While performing the duties of this job, the employee is frequently required to stand, walk, sit, talk, hear, and use hands to manipulate, handle, feel or operate objects, tools, or controls, and reach with hands and arms. The employee is occasionally required to climb or balance, stoop, kneel, crouch, or crawl in performing light manual labor. Employee must be able to drive a Village Vehicle.

The employee must regularly lift and/or move up to 10-30 pounds, and occasionally lift and/or move up to 30-50 pounds of dead weight with knees extended and bending from the waist down. Specific vision abilities required by this job include close vision, distant vision, color vision, peripheral vision, depth perception, and ability to adjust focus. In addition, the employee must be able to rotate the neck frequently, extend hands/arms overhead frequently, and turn fully from a fixed stance.

### **TOOLS & EQUIPMENT USED:**

Servers, computers, scanners, copiers, monitors, printers, terminals, phones, tablets, cables, software and other associated equipment.

### **ENVIRONMENTAL CONDITIONS:**

While performing the duties of this job, the employee rarely works in outside weather conditions, but may be asked on occasion to work events or special functions outside, and is occasionally exposed to hot, wet and/or humid outside conditions, cooler outside temperatures, toxic or caustic chemicals, such as cleaning chemicals, and uneven grounds such as grassy areas. The noise level in the work environment is generally quiet when in the office, but may be moderately noisy on busy days or when outside.

#### **SELECTION GUIDELINES:**

Formal application, evaluation of education, training and experience; oral interview, criminal, and DMV background and reference check; job related tests may be required. The Village of Royal Palm Beach is a Drug Free Workplace and an Equal Opportunity Employer

The duties listed above are intended to serve as an example of the typical functions performed. They are not exclusive or all-inclusive and will vary with assignments.

The job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer or the needs of the employer and requirements of the job change.

#### **HISTORY:**

Created: 4-24-19

Revised: 2-23-23