

## METRO Classification Description

**Title:** Systems Analyst I

**Bargaining Unit:** AFSCME 3580

**Job Code:** 0061

**Established:** November 2001

**Pay Range:** 15

**Revised:** 2007

**FLSA Status:** Exempt – Professional, Computer

### **Classification Summary:**

This position provides entry level technical information systems support for the organization and/or agency to ensure effective utilization and proper management of programs and systems. The Systems Analyst I is the first level of a four-level job classification series.

### **Supervision Received:**

Supervision is received from the Program Supervisor. May receive lead direction from Systems Analyst IV, and/or receive assignments from Systems Analyst III.

### **Supervision Exercised:**

None

### **Distinguishing Features:**

This is the first level of the Systems Analyst job classification series. Employees in this classification work within specific guidelines and policy direction provided from the daily oversight of the Supervisor or Lead.

### **Essential Functions:**

An employee in this classification may perform any of the following duties. However, these examples do not include all the specific tasks that an employee may be expected to perform.

1. Works closely with higher-level systems staff to create structured queries and other code changes.
2. Detects, analyzes and corrects production problems.
3. Tests and debugs programs and systems.
4. Works closely with higher-level systems staff to rewrite or redesign programs or systems to correct problems.
5. Provides individual and group instruction to clients.

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### **Secondary Functions:**

1. Performs other related duties as assigned.

### **Job Specifications:**

Bachelor's Degree and up to one year of related professional experience; or any combination of experience and education that provides the applicant with the desired skills, knowledge, and ability required to perform the job.

### **Knowledge, Skills and Abilities:**

1. Has a beginning understanding of the fundamental concepts, practices and procedures for system development, data processing, professional standards and basic programming principles such as program and system debugging
2. Beginning understanding of programming languages and technologies upon which Metro systems are based
3. Ability to detect, analyze and resolve system and software problems
4. Ability to convey technical information training to non-technical staff
5. Ability to communicate effectively both orally and in writing
6. Under the direction of higher-level Systems Analyst, ability to detect and correct system issues, conduct proper follow-up to ensure problems are fully corrected, and create documentation of the correct resolution
7. Ability to provide individual and group instruction on application concepts
8. Ability to maintain positive relationships with staff and members of supported departments

### **Advancement Criteria**

- Department Director must verify that there is a business need for incumbent to perform higher-level duties. Business need determines the opportunity – advancement is not guaranteed
- Incumbent is required to serve a minimum of one (1) year in the level I classification. However, three (3) years represents the typical amount of time needed for incumbent to fully demonstrate the ability to advance from the level I classification to the level II classification
- Incumbent must demonstrate the ability to perform all of the duties in the level II classification, as determined by the direct supervisor with the written approval of the department director
- Incumbent must demonstrate a willingness to lead in their own professional development by taking on new challenges when they are identified and offered

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- Incumbent must have completed all mandatory training through the Metro Human Resources Department (*Harassment & Discrimination Awareness*)
- Incumbent must have completed a Metro-approved Project Management course

### **Working Conditions:**

This position requires the ability to perform those activities necessary to complete the essential functions of the job, either with or without reasonable accommodation. Position requires continuous and/or frequent standing, walking, fingering, talking, repetitive motions of hand/wrists, hearing, and handling. Also requires occasional stooping, crawling, reaching, feeling, repetitive motions of feet, sitting, bending, kneeling and the ability to lift and/or carry up to 25 pounds.