



IT ANALYST

Department: Finance

FLSA: Non-Exempt

Job Class #: 636000

Represented: No

Pay Range: Professional 15

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in this class and are **not** intended to reflect all duties performed within the job.

GENERAL FUNCTION: This classification is a technology professional in the Information Technology Division of Finance (IT), wherein the IT Analyst will work in support of one or more departmental or enterprise technology solution areas. Typically working in partnership with other IT Analysts and Project Managers, the IT Analyst will participate in translating user requirements into system design and configuration, provide technical support to system users, and support system administration. Other responsibilities include participating in business process reengineering and workflow design, developing system documentation, and providing project coordination support. The IT Analyst is part of a team that ensures that project objectives and client expectations are met, and identifies opportunities to improve processes, drive efficiencies, identify IT value, and improve data quality.

SERIES CONCEPT:

The IT Analyst position is the first level in the series. The IT Analyst does not supervise or lead other staff. An employee in this class will work under the general supervision of an IT Project Manager, IT Systems Engineer Supervisor, or IT Manager. The IT Analyst will typically be partnered with other positions in support of the execution of systems projects and will not have project management responsibilities.

ESSENTIAL FUNCTIONS:

- Provide technical and analytical services for department and enterprise IT solution implementations.
- Function as liaison between business units and technology services. Partner with higher-level Analysts and Project Managers in providing consultation and coordination with departments to match user requirements with technology solutions.
- Work with technologists, system designers, and programmers to assist in researching and determining technical solutions to enterprise applications; participate in reviewing and assessing 3rd party software solutions; contribute to the design and analysis for application implementation; participate in the configuration, integration and data migration; and perform the implementation of the application.
- Evaluate and revise solutions to ensure compliance with IT standards, and customer business needs are met.
- Define system requirements and analyze fit/gap, plan, and provide recommendations for system workflows, application integration, product implementation, and deliverables.
- Work cooperatively and proactively with IT peers to contribute to establishing the hardware, software, security, services, and administration for the production and test environments.
- Review and document application designs including system configuration and database architectures according to IT standards.
- Assist with designing, documenting, and testing any required database migration.
- Assist with performing 3rd party vendor management.
- Assist with conducting the installation, implementation, administration and support for 3rd party software solutions that support countywide initiatives. Trouble-shoot problems and recommend solutions.

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- Participate in writing feasibility studies, project briefs, lifecycle cost analysis, test units, progress reports, proposals, and user manuals for new business processes and other related system documentation.
- Work with Department Business Analysts and IT peers to contribute to detailed project plans and schedules including risk identification to ensure the successful integration of new systems and applications.
- Utilize "Best Practices" and tools for project execution and management. Maintain system integrity by coordinating change management processes and assisting with facilitating complex system changes.
- Monitor and report status of project activities and resources to mitigate risk and assess business value achievement.
- Participate as required in presentations and/or briefings on all aspects of the assigned project to project stakeholders.
- Handle differing opinions in a positive manner and use good listening skills.
- Establish and maintain effective working relationships with project staff (IT and Departments) and communicate sufficiently to exchange or convey information for project awareness.
- Design and establish programs to evaluate, monitor, and ensure compliance with laws, regulations, policies, and standards.
- Maintain regular, predictable, and punctual attendance during regularly scheduled work hours at assigned worksite.
- Meet the traveling requirements of the position.
- Perform the physical requirements of the position; works within the established working conditions of the position.

OTHER JOB FUNCTIONS:

- May assist the customer in working with vendors involved with initial acquisition, testing, and installation of systems and applications.
- Perform other job functions as assigned.

SUPERVISION RECEIVED AND EXERCISED:

This position does not supervise staff but may coordinate project resources. The IT Analyst reports to an IT supervisor or manager.

WORK ENVIRONMENT: The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of the position. The IT Analyst works in an office environment daily and may participate in some field work. Travel to various worksites and/or meeting locations is required. Work is generally completed on a regularly scheduled basis; however, attendance at meetings or completion of overtime work outside of normal scheduled hours may be required. Extended periods of concentration and sedentary work are required. Work is subject to frequent interruptions, normal office noise.

PHYSICAL REQUIREMENTS: The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions. Physical activities required are finger dexterity necessary to operate equipment used in the position, talking, seeing and hearing. Moving throughout an office environment, sitting, bending/stooping, pushing/pulling and minimal unassisted lifting to 20 lbs. associated with the job duties is required.

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KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Windows operating systems, common software applications, and database design.
- E-Mail systems and Internet.
- Testing methodologies.
- Project Management principles.
- LEAN Methodologies.
- Records Management.

Skill in:

- Effective project planning.
- Identifying business workflow and requirements.
- Troubleshooting and investigating software problems and providing solutions.
- Configuring and testing enterprise applications.
- Common IT business analysis practices, documents, and diagrams.

Ability to:

- Plan, coordinate, and implement enterprise information technology projects.
- Learn and troubleshoot enterprise and complex software applications.
- Create/maintain training materials.
- Work independently and as part of a team.
- Understand and follow written and verbal instructions.
- Work effectively and productively with others.
- Communicate effectively verbally and in writing to audiences of various social, cultural, ethnic, educational, and economic backgrounds.
- Effectively coordinate, perform and complete multiple duties and assignments concurrently and in a timely manner.
- Meet the travel requirements of the position, if any.
- Physically perform the essential job functions of the classification.

RECRUITING REQUIREMENTS

An Associate of Arts or Associate of Science degree or two-year college diploma in information technology, computer sciences, business, public administration or related field and two or more years of information technology or business analysis experience required. Positions in specific program areas may require program-related experience, education, and/or training. Additional education or experience which clearly indicates the ability to perform the essential functions of the position may substitute equally on a year of year basis for the recruiting requirements.

Special Note: Prior to receiving a Bachelors' degree in a relevant field of study, students in their last term of education may be considered. The recruiting requirements of the position would have to be met prior to employment beginning.

SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS: A valid Washington State driver's license or the ability to otherwise meet the travel requirements of the position is required. Ability to successfully complete a Pierce County background investigation. Fingerprint and in-depth criminal history check will be required.