CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: **Systems Analyst - Fire Department** **UNION: 231**
SG:7
DEPARTMENT: **Fire Department** **CS:N**
FLSA:N
EEO4CODE:PR

JOB SUMMARY:

Performs technical evaluation, installation, integration work, maintenance, and support for complex business applications used by the Bellingham Fire Department and partner agencies. The position focuses on the Department's business efficiency in respect to the use of technology and coordinating the evaluation, implementation and administration associated with the Department's enterprise software applications.

Work is characterized by the incumbent's leading role in architecture, design, development, acquisition, integration, implementation, administration and both technical and business-based support for Fire-related software systems. Concentrates efforts on applications including records, medical billing, field data collections, inspections tracking, mobile communications, personnel scheduling, and permitting. Integration work, quality assurance work and complex reporting work will be required, including integration to dispatch systems, payroll systems, and other solutions. Development and oversight of change-management standards and procedures to ensure quality operations for a 24x7 Department will be key; communications with a variety of personnel at all levels of the Fire Department and City will be routinely required. The incumbent must be adept in the use of change management, database management, and reporting tools in a complex environment. The incumbent must be able to interpret, comply and apply regulatory standards such as Health Insurance Portability and Accountability Act (HIPAA) and Payment Card Industry Data Security Standard (PCI DSS), along with other security standards as applied to supported systems and procedures.

The employee must demonstrate project leadership and excellent communication skills. The employee must have the ability to make decisions under broad guidelines, represent the Fire Department and City needs to vendors and potential vendors, explore and evaluate future technical directions for complex business needs.

SUPERVISORY RELATIONSHIP:

Reports to the Fire Chief. Maintains close working relationships with fire division chiefs, Fire Department management staff, and senior Information Technology Services Department (ITSD) staff. Works independently under general direction and the technical standards specified by ITSD. Follows applicable City and department policies, procedures, and protocols. Work is periodically reviewed to verify compliance with policies, procedures, and standards. Receives general guidance from the Fire Chief to ensure coordination of IT emergencies with fire department needs. May supervise other staff.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Acts as system architect for the information systems utilized by the Fire Department; defines, develops, configures, deploys and sustains information system solutions for the department. Provides business and process consulting to improve department operations. Maintains a

broad understanding of department wide operations to advise on impacts of changes occurring in different divisions. Researches and recommends both process and technology solutions to improve business processes at the user, division, department, and enterprise level. Works with Fire Department leadership to identify and schedule priority work efforts.

2. Serves as main analyst level technical resource for day-to-day operation of key Fire Department systems. Performs administration, testing, test coordination, change management, and maintenance of the records, medical billing, field data collections, inspections tracking, mobile communications, personnel scheduling, permitting, and other fire systems. Sets up system access, maintains security and monitors processes, reports, billings, and activity logs. Provides or coordinates database changes as needed; develops or enhances systems as needed to meet business requirements.

3. Serves as Lead GIS analyst for Bellingham Fire department. Performs GIS analysis of internal and external department data utilizing ARC GIS, ARC Map, ArcGIS Online, and other GIS modeling tools to create maps and analyze geospatial data.

4. Develops and maintains reliable integration and data integrity between fire systems using a variety of tools and techniques; provides quality assurance steps and oversight to ensure accurate data integration over time; maintain accurate documentation of developed solution for use by backup personnel; provide training on procedures related to integration as needed.

5. Works on project testing efforts and system implementation efforts affecting the Fire Department or City at large as assigned; maintains systems using standards-based methods based on best practices or as directed by ITSD policies and security practices, and consistent with regulatory standards such as HIPAA and PCI DDS.

6. Acts as project manager as assigned for software purchase and implementation or upgrade projects. Plans, organizes, and develops project outline; communicates with team members; acts as liaison between vendors and department stakeholders. Coordinates with staff and vendors during implementations and upgrades to resolve any issues.

7. Develops and manages a wide variety of departmental reports including trend analysis reports using the enterprise reporting system or other tools. Provide training and consulting on trend analysis to other personnel; provide consulting to end users based on data interests and needs.

8. Conducts training on software and technology as well as relevant Fire/EMS standards including Federal/State EMS and Fire coding standards.

9. Maintains a close working relationship with outside local, state, and federal agencies to keep department compliant with reporting standards. Works directly and indirectly with those agencies to correct departmental data as well as improve and optimize the process of gathering and disseminating information.

10. Maintains a close working relationship with vendors to identify and solve problems with software systems. Trouble shoots problems and makes corrective changes to existing configurations through consultation with vendor. Attends user meetings and conferences with vendors as needed.

11. Documents work flows/business processes and assists customers within the Department in defining and prioritizing needs/requirements, researching appropriate technology solutions and applying cost/benefit analysis to the proposed solution.

12. Develops requests for information (RFI's) and requests for proposals (RFP's). Reviews responses to ensure that vendors meet minimum requirements, provides analysis of software systems and assists with software selection processes.

13. Prepares and maintains technical and end-user documentation related to systems, databases, procedures, data integration requirements, and reports.

14. Provides high-quality, detailed consultation, training, technical support, and trouble shooting for Fire Department software applications. Evaluates current procedures and recommends changes and improvements. Provides business and technical expertise to employees. Provides instruction on procedures and use of departmental software. Analyzes on-going problems and recommends courses of action for resolution.

15. Stays current with the fire/emergency medical services (EMS) information technology industry to track developments and changes in database and server related hardware and software. Reviews and tests new hardware and software application for potential use by the Fire Department.

ADDITIONAL WORK PERFORMED:

1. Assists with maintaining, configuring, updating, and documenting departmental Internet and Intranet web-sites; supports and trains users on the use of Internet/Intranet applications.

2. Performs other related work of a similar nature or level.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

TECHNICAL

Knowledge of:

- Extensive knowledge of statistical scripting languages including “R”, Set Analysis, and other major data modeling languages. Must have strong understanding of statistics and data modeling. Use of business intelligence tools (Microsoft BI, Qlik) to quickly analyze large data sets to create dashboard, provide reports and advise on all aspects of Fire/EMS system
- Extensive knowledge of Exchange, Translate, Load (ETL) principals for moving, analyzing, and integrating data from multiple systems into a cohesive platform.
- Ability to use GIS information using Arc GIS, Arc Map, ArcGIS Online and other geospatial processing software to analyze Fire/EMS data
- Strong t-SQL scripting skills and ability to apply them to multiple environments quickly
- Extensive knowledge of principles and techniques of analysis, design, development, and implementation of complex computer and communications systems in a complex network environment including mobile client support.
- Extensive knowledge of working in an Microsoft SQL Server and Oracle database environment and associated tools for integration development and support of critical systems in a complex environment.
- Extensive knowledge of varying database models such as relational, hierarchal, heap, network as well as the ability to quickly learn new models
- Mobile broadband networks and support tools
- Strong understanding of Cloud computing
- Strong knowledge of the concepts involved in the operation of desktop computers, mobile devices and devices; peripherals, including printers, plotters and modems; data communications and local area networks in a complex network environment.

Ability to:
- Provide detailed application support services such as report development, security administration, develop upgrade/fix specifications, written and oral communications and training to end user departments develop ad hoc reports.
- Maintain appropriate reference documentation and accurate records for backup personnel
- Ability and willingness to develop a comprehensive business and technical knowledge of key Fire/EMS business software application packages
- Lead system application improvement and acquisition projects, including vendor management.
- Clearly communicate presentations and recommendations to City leadership.
- Ability to expand on technical skills quickly.
- Ability to read and comprehend technical manuals and apply the contents to solving software and hardware problems.

GENERAL

Knowledge of:
- Principles and practices of project management and contract administration.
- Fiscal management including budget preparation, cost and budget analysis, expenditure control and records management.
- City and departmental policies and procedures and the functions of City departments, standard City office operations and interdepartmental working relationships.
- Regulatory standards such as HIPAA and PCI DDS.

Skill in:
- Excellent project management skills including budget preparation and tracking, communications and coordination with employees at all levels of the organization and with outside vendors.
- Excellent skills in planning, organizing, problem-solving, and time and task management.
- Excellent interpersonal skills for establishing and maintaining effective working relationships with City staff, department staff, and computer vendors.
- Excellent written and oral communication skills for corresponding with City employees, vendors and for making presentations, recommendations, and for providing training.
- Excellent system architecture skills including design, deployment, and management of system wide solutions.

Ability to:
- Ensure database integrity, reliability, currency, accuracy, efficiency, and security in Microsoft SQL environments
- Oversee testing and change management coordination for complex systems running in a 24x7 environment
- Develop programs in other programming environments such as .NET; Ability to use and troubleshoot scripting languages such as Powershell.
- Integrate systems by developing scripts, views and triggers to perform complex manipulation, conversion or transformation of data.
- Develop and maintain Intranet/Internet content using tools such as SharePoint
- Understand, interpret, and apply regulatory standards and security standards to systems configurations, procedures, and training documents.
- Maintain the absolute confidentiality of sensitive files, data and materials accessed, discussed, or observed while working with City staff.
- Work independently with minimal supervision.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Maintain consistent and punctual attendance.

- Physical ability to perform the essential functions of the job including:
  - Dexterity of hands and fingers to operate a computer keyboard;
  - May need to sit or stand for long periods of time;
  - Near distance visual acuity to assure proper operation of computers and software;
  - Ability to exchange verbal information in person and by telephone;
  - Occasionally transport components weighing up to 25 pounds;
  - Occasional work in confined spaces to pull cables and install other equipment

WORKING ENVIRONMENT:

Works extensively at a desk and computer workstation. The work is generally performed in an office environment with frequent visits to/from ITSD and various stations to provide direction and assist staff with problem resolution. Primary work location may vary over time between ITSD and Fire locations depending on work assignments. May perform duties outside of normal office hours to respond to Fire Department or ITSD needs, depending on work assignments. Frequently drives motor vehicles to perform duties at multiple sites.

EXPERIENCE AND TRAINING REQUIREMENTS:

- BA or BS degree in computer science, information systems management, business computer programming, or related field.
- Four years of increasingly responsible experience in the analysis, design, implementation, and support of complex applications required
- Experience supporting applications that use Microsoft SQL relational database management software required.
- Experience with statistical scripting languages such as “R”, Set Analysis or other major data modeling languages required.
- Experience with Arc GIS, Arc Map, ArcGIS Online or other geospatial processing software required.
- Completion of certified DBA training in Microsoft SQL preferred.
- Experience performing similar work in an emergency response agency setting preferred.
- Experience in a leadership role in software acquisition project(s) or major systems upgrade project preferred.
- An equivalent combination of education and experience sufficient to provide the applicant with the knowledge, skills and ability to successfully perform the essential functions of the job will be considered.

NECESSARY SPECIAL REQUIREMENTS:

- Employment contingent upon passing a criminal conviction and local background check.
- Valid Washington State driver's license and good driving record. A three-year driving abstract must be submitted at time of hire with periodic re-verification required.
- Ability to respond to emergencies and work evenings and weekends when required by special circumstances.

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10/2013

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1/2019