CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: **Public Works Department Systems Analyst** **UNION: 231**
SG:4
DEPARTMENT: **Public Works – Operations** **CS:N**
FLSA:N
EEO4CODE:TE

JOB SUMMARY:

Responsible for technical administration, coordination and support of the maintenance management system and associated business systems such as financial, purchasing/warehouse, GIS, asset management and enterprise reporting for the Public Works Department. The position acts as a business process consultant, focusing 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 to improve the operational efficiency and effectiveness of staff.

Provides comprehensive planning of network and desktop computer infrastructure and database and application systems for all business functions of the Department under the direction of Department management and in coordination with Information Technology Services Department (ITSD) staff, including recommending technology infrastructure budgets, standards, equipment and software. Performs professional-level information systems work supporting, installing, troubleshooting, problem solving, analyzing and consulting in support of users and systems. Primary responsibilities include system administration, business system analysis, report creation and administration, database support, developing database designs, equipment and software selection and determining system security needs. Works cooperatively and in conjunction with Public Works Department management and systems support staff and ITSD staff to provide instruction, direction and support for departmental systems.

SUPERVISORY RELATIONSHIP:

Reports to assigned Department Manager or Superintendent. Works under general supervision and the guidance of City and Departmental policies and procedures. Maintains close working relationships with Division Superintendents and other Operations and City staff.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Under the direction of Public Works Department management staff and in cooperation with ITSD staff, coordinates and assists in the development and integration of all Public Works business applications and databases. Assists in the development of departmental procedures and application and database integration to eliminate redundancy and improve efficiency. Creates and supports operation of test environments for hardware and/or software systems. Ensures proper data integration of departmental datasets and business systems such as management, GIS, modeling, budget, billing and document management systems.

2. Under the direction of department management, makes recommendations for and manages assigned areas of the Department technology infrastructure budget. Manages and coordinates infrastructure replacement, improvement and upgrades based on comprehensive

plan, goals and business function needs. Researches information for capital expenditures and performs cost analyses for items such as desktop computers, servers, software, training, or outside consulting services. Develops short-term and long-term goals for use of network, desktop computers, databases and applications for all business functions of Public Works. Stays current with developments and changes in the desktop computer and software industry and reviews/tests new hardware products and software applications. Installs system components or hardware and software as necessary.

3. Maintains and prepares the documentation of Department databases, procedures and business data integration requirements. Designs and develops application procedures and programs as required; tests procedures and programs to ensure that desired results are achieved; makes necessary changes to correct deficiencies. Designs, prepares and coordinates logical data models, definition structures, standards, procedures and documentation for the database system.

4. Performs administration of the maintenance management, purchasing/warehouse and other departmental systems as assigned. Sets up system access, maintains security and monitors, processes, reports, billings, and activity logs.

5. Documents workflows/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. Develops strategies for use of technology with support of others and coordinates technology and other resources as part of technology projects or programs.

6. Coordinates, develops and manages a wide variety of departmental reports within the enterprise reporting system. Develops reports based on all departmental business applications or systems, and acts as a departmental resource in the development of custom reports.

7. Coordinates or provides instruction to employees on features and capabilities of Maintenance/Infrastructure Management, GIS, and other departmental applications and computer hardware configurations. Serves as a resource to users by advising on how to use systems, hardware, software, and programs.

8. Assists with maintaining, configuring, updating, and documenting departmental Internet and Intranet websites; supports and trains users on the use of Internet/Intranet applications.

9. May coordinate small to medium-sized system projects that have low to moderate levels of risk to the organization. Conducts due diligence to assure that recommended solutions conform to technical standards, City policies and workflow requirements.

ADDITIONAL WORK PERFORMED:

1. Performs back up and relief duties and responsibilities in the absence of other Public Works systems support staff.

2. Maintains close working relationship with customers, vendors and consultants to identify and resolve problems with hardware and software systems; attends user meetings as needed; and assists in vendor and consultant selection processes.

3. Completes assigned pieces of projects in support of the project lead or serves as project lead as assigned.

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

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:
- Thorough knowledge of computer systems, software, and operation of related hardware.
- City personnel policies and procedures and labor contract provisions for the workgroup.
- Departmental policies and procedures.
- Thorough knowledge of concepts involved in the operation of desktop computers, peripherals, data communications equipment, and networking.
- Project management principles and City policies and procedures related to technology systems.
- Systems analysis techniques and practices

Skills in:
- Excellent oral and written communications skills and interpersonal skills for developing and maintaining effective working relationships with employees, other department and City personnel, citizens and vendors.

Ability to:
- Plan, implement, and evaluate appropriate technology services within the parameters of budget and staff resources.
- Ability and willingness to develop technical skills and knowledge of the system environment as well as an understanding of the needs and requirements of client business processes and functions.
- Participate as an effective team member with Department staff and other City employees.
- Read and comprehend technical manuals and apply their contents to solving software and hardware problems.
- Willingness and ability to respond to evening and weekend callouts for system emergencies.
- Recognize and troubleshoot computer operating system and hardware problems.
- Willingness to maintain absolute confidentiality of all information contained in files and documents processed, stored, and/or maintained by the department or ITSD, regardless of the level of dissemination of such information by user departments.
- Ability and willingness to develop a comprehensive knowledge of software application packages supported by Public Works.
- Plan and work independently with minimal supervision.
- Lead and respond effectively in emergency, hazardous, or other high stress circumstances.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Result Orientation, and Teamwork and Cooperation.
- Physical ability to perform essential functions of the job, including:
  - Visual acuity for close, distance, color, and peripheral vision; depth perception; and the ability to adjust focus;
  - Adequate hearing to distinguish sound quality;
  - Manual dexterity to operate computer keyboard.

WORKING ENVIRONMENT:

Works extensively at a desk and computer workstation. The work is generally performed in an office environment with visits to various division work sites, or in the field, to provide direction and assist staff with problem resolution.

EXPERIENCE AND TRAINING REQUIREMENTS:

- B.S. in computer sciences, information system management, mathematics, or a related technical field **AND**
- At least two (2) years of information systems experience providing support of application software in a multi-user environment with progressive participation and responsibility in systems analysis, systems acquisition, or systems development projects.
- Experience in a comparable industry, utility, or public works information systems environment utilizing and/or supporting maintenance management and GIS systems is preferred.

OR

- 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 criminal convictions and local background check.
- Ability to respond to emergencies and work evenings and weekends when required by special circumstances.

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