

## **GENESEE COUNTY**

### **SYSTEMS ANALYST I (HELP Program)**

**DISTINGUISHING FEATURES OF THE CLASS:** This Systems Development and Integration and Departmental/Agency Support position carries with it responsibilities for completing most IT systems and process tasks using influence, individual judgment and initiative. Additionally, the incumbent assists with customer support for applications and operating systems. The incumbent is expected to be a team leader who manages small projects and occasionally co-manages larger projects involving several departments and agencies/vendors. He/she provides input to project and departmental plans and directions and develops project plans for smaller projects. The work is done under the direct supervision of higher level IT or department staff/management. May be asked to provide input regarding employee performance. May be asked to supervise small groups and teams. Shift work and on-call duties may be required. Does related work, as required.

#### **TYPICAL WORK ACTIVITIES:**

Participates in the evaluation of requests for software applications and systems;  
Assists with the development and review of RFIs, RFQs, and RFPs and identifies and evaluates vendors for purchase of applications software, integrated systems and off-the-shelf software;  
Participates in the planning, modification and implementation of third-party applications and database software and integrated packaged systems, including user training and testing of the integrated system performing the intended business process;  
Conducts interviews and acts as a consultant with user department staff and managers to understand needs and determine design requirements for new software and processes, presents findings and reports;  
Participates in teams which evaluate the effectiveness of work flows and business processes, assists with process redesign;  
Develops functional requirements and data structures from process flows, creates test data and programs, develops, validates and documents code, and trains IT mentors/"super-users" and IT operations;  
Coordinates with IT Operations and Customer Support and with the user departments in the implementation of new application systems and facilitates user training;  
Assists Customer Support in the identification and resolution of problems with applications and operating systems, and provides technical assistance to users to resolve problems with applications and their effective use, including the use of networks, e-mail, Intranet and Internet;  
Maintains test environment for application software and tests new upgrades before release into production;  
Provides input to the evaluation and development or adoption of standard systems life cycle methodologies and/or processes and standards for systems planning, systems development and integration, etc., assists in ensuring compliance;  
Determines and sets up methods for application security;

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Develops operational procedures for application systems;  
Ensures compliance with applicable laws and regulations, policies and procedures in the development, implementation and use of systems and business processes;  
Provides input to standards setting and development for applications and information;  
Participates in the design of Internet/Intranet and Web publishing applications (e.g. Web pages, information delivery, etc.) and assists with knowledge management;  
Performs quality control, e.g. peer reviews of project output;  
Design, implement and administer relational and geospatial databases.

Geographic Information Systems (GIS) Infrastructure Management: Install, configure, administer, maintain and support GIS software and hardware. Manage user accounts, access controls, enterprise geodatabases and security protocols. Perform and implement GIS software updates. Integration of GIS services to cloud platform. Build web mapping applications using out-of-box tools.

The above examples of duties are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND/OR PERSONAL CHARACTERISTICS:** Good knowledge of the concepts and details of the Systems Development Life Cycle, project methodologies, and the development of standards and procedures for the systems development and integration process; good knowledge of programming, analysis, design and integration techniques; good knowledge of IT operations and customer support processes; good knowledge of the functions and capabilities of computing, networking and communications equipment and peripherals; good knowledge of standard off-the-shelf applications, e-mail and the Internet; good knowledge of computer and network operating systems; good knowledge of the jurisdiction's IT functions and administrative procedures; working knowledge of the analysis and redesign of business processes and the translation of processes into functional requirements and data structures for systems development and integration; working knowledge of hardware operations scheduling and work control language; working knowledge of web authoring and publishing tools; ability to communicate effectively, both orally and in writing; ability to lead and work well in teams; ability to work effectively with vendors, users and the public; ability to resolve complex, ambiguous technical and user problems; ability to plan and manage larger projects; ability to develop longer-range directions in specific IT areas; ability to develop efficient and user friendly systems and business processes; good initiative, self-motivation and organizational skills.

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The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the 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 sit, use hands to finger, handle, or feel objects, tools or controls; and reach with hands and arms. The employee is regularly required to walk, talk and hear.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

### **MINIMUM QUALIFICATIONS:**

#### **EITHER:**

- A. Possession of a Master's Degree in Data Processing or Computer Science; MIS or related degree or Engineering, Math, Physics or other related scientific field; Business Administration or Education;

#### **OR:**

- B. Possession of a Bachelor's Degree in Data Processing or Computer Science; MIS or related degree or Engineering, Math, Physics or other related scientific field; Business Administration or Education PLUS two (2) years of full-time, paid experience in the management and delivery of information systems.

FOR EXAMPLE: Information processing/communications operations, systems analysis, programming or project management, etc.;

#### **OR:**

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- C. Possession of an Associate's Degree in Accounting, Business Administration, Computer Science, Computer Information Systems, or related field, PLUS four (4) years of full-time, paid experience in the analysis, design, implementation and delivery of information systems. FOR EXAMPLE: Information processing/communications operations, systems analysis, programming or project management, etc.

**NOTE:** Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

All qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status.

**Special Requirements for Appointment:** Successful completion of a background investigation may be required prior to appointment.

Non-Competitive Class

Adopted 11/27/24

Revised 4/30/25