

**METRO**  
**Classification Description**

**Title:** Systems Analyst II

**Bargaining Unit:** AFSCME 3580

**Job Code:** 0066

**Established:** November 2001

**Pay Range:** 17

**Revised:** 2007

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

**Classification Summary:**

Provide intermediate 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 II is the second 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.

**Supervision Exercised:**

None

**Distinguishing Features:**

This is the second level of the Systems Analyst job classification series. Employees in this classification are professionals in the field of information technology. They may serve as a resource of knowledge in the field by others within the department.

**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. Creates structured queries and other code changes.
2. Corrects production problems.
3. Tests and debugs programs and systems.
4. Rewrites or redesigns programs or systems to correct problems.
5. Provides individual and group instruction to clients.
6. Participates in evaluating business practices to establish systems design and implementation.
7. May instruct customers in use of software.

# METRO

## Classification Description

### **Secondary Functions:**

1. Performs other related duties as assigned.

### **Job Specifications:**

Bachelor's Degree and 1-3 years 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. Solid understanding of and experience in the concepts, practices and procedures for system development, data processing, professional standards and basic programming principles such as program and system debugging
2. Ability to detect, analyze and resolve software problems
3. Ability to convey technical information training to non-technical staff
4. Ability to communicate effectively both orally and in writing
5. Demonstrated understanding of programming languages and technologies upon which Metro systems are based
6. 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. Capable of evaluating business practices to establish systems design and implementation
8. Understanding of concepts of database management and can perform maintenance tasks such as database backup and recovery, log usage, and system usage analysis
9. Ability to perform backups and can restore system files, when necessary
10. Ability to provide operating system support
11. Ability to oversee aspects of a large-scale project
12. Ability to perform custom development to satisfy a specific user need under direction and working from specification
13. Ability to research system problems and apply appropriate fixes such as program changes, data export, patches, etc.
14. Ability to provide individual and group instruction on application concepts
15. 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 II classification. However, three (3) years represents the typical amount of time

## METRO

### Classification Description

needed for incumbent to fully demonstrate the ability to advance from the level II classification to the level III classification

- Incumbent must demonstrate the ability to perform all of the duties in the level III 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
- 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, and repetitive motions of feet, sitting, bending, kneeling and the ability to lift and/or carry up to 25 pounds.