

## METRO Classification Description

**Title:** Systems Analyst III

**Bargaining Unit:** AFSCME 3580

**Job Code:** 0069

**Established:** November 2001

**Pay Range:** 20

**Revised:** 2007

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

### **Classification Summary:**

Provide senior 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 III is the third 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 third level of the Systems Analyst job classification series. Employees in this classification are considered fully competent 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. Works on solving more advanced information systems problems.
2. Establishes production schedules with the users.
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. Defines, develops, analyzes and modifies databases to support applications.
8. May instruct customers in use of software.
9. May develop and maintain systems training material for users, appropriate staff, etc.

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10. May assist in purchasing activities for equipment and supplies, conducting bids.
11. Assists in preparation of documentation for contract approval; may participate in service contract negotiations, researches and makes recommendations.

#### **Secondary Functions:**

1. Performs other related duties as assigned.

#### **Job Specifications:**

Bachelor's Degree and 4-6 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. Possesses and applies a broad knowledge of principles, 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. Knowledge of and ability to perform in a variety of operating environments
4. Ability to convey technical information training to non-technical staff
5. Ability to communicate effectively both orally and in writing
6. Has solid understanding of programming languages and technologies upon which Metro systems are based
7. Proficient at detecting and correcting more complicated system issues. Assists other staff members with difficult technical issues
8. Capable of evaluating complex, enterprise-wide and department business practices to establish systems design and implementation
9. Able to make database changes and modifications to support application requirements and improve performance
10. Ability to provide extensive operating system support
11. Able to oversee large-scale projects and can lead the project assignments of other staff
12. Ability to develop specification and perform custom development to satisfy a specific user need under direction
13. Considerable 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 more complex application concepts
15. Ability to maintain positive relationships with staff, managers, and members of supported departments

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**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.