



**CITY OF LONG BEACH
CLASSIFICATION SPECIFICATION**

TITLE: SYSTEMS ANALYST I - II

DEFINITION: Under general supervision, acts as departmental coordinator, provides departmental data processing support and assists computer system users with a variety of data processing issues.

REPORTS TO: Varies

DISTINGUISHING CHARACTERISTICS:

Grade Level I - performs the Journey level duties of the classification.

Grade Level II - provides support for the most complex data processing systems and may act as a lead person.

EXAMPLES OF DUTIES:

- Provides first-line support to computer end-users;
- Assists in identifying and resolving computer and network problems;
- Assists staff in identifying automation needs and solutions;
- Conducts analysis and research on informational needs;
- Develops departmental computer applications, spreadsheets and macros;
- Develops ad hoc reports from existing data files;
- Develops training programs and trains users;
- Coordinates automation projects and specifications;
- Prepares and revises operating manuals;
- Provides liaison support with the Information Services Bureau;
- Provides liaison support with departmental automation vendors;
- May prepare work plans and time estimates for software development and implementation;
- May assist in system security and data control;
- May perform systems administration duties for departmental local area networks;
- May act as lead;
- Performs other related duties as required.

MINIMUM REQUIREMENTS:

Education equivalent to a four-year degree from an accredited college or university with major course work in computer science or a closely-related field and a minimum of two years experience in use of computer systems, programming, and managing networks.

Related technical and professional experience that offers specific and substantial preparation for the duties of the position may be substituted for the required education on a year-for-year basis. Proof of any education to be included in combination with experience to meet the requirements to file must be submitted by close of filing.

SYSTEMS ANALYST I – II (continued)

- Knowledge of computer operating systems, programming languages, and software development tools;
- Knowledge of networks (LAN/WAN);
- Ability to analyze and define problems and conceptualize new computer solutions;
- Ability to communicate effectively both orally and in writing;
- Ability to work effectively and cooperatively with computer system users and department staff;
- Ability to read, interpret and apply complex technical publications;
- Ability to pass a security investigation;

- A valid motor vehicle operator's license may be required;

HISTORY:

Revised 11/19/97

Approval/Adoption Dates: 11/19/97 - Human Resources Department
12/03/97 - Civil Service Commission