CITY OF BURIEN, WASHINGTON
JOB DESCRIPTION

Title: Information Systems Analyst   **Department:** Administrative Services
FLSA Status: Non-exempt   **Reports to**: Information Systems Manager

The City of Burien believes that each employee makes a significant contribution to our success. This job description is designed to outline primary duties, qualifications and job scope. 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.

General Position Summary
The Information Systems Analyst will provide customer service and intermediate to advanced technical support for the City's city-wide systems and applications, computer and network operating systems, peripheral equipment and telecommunication systems. In addition, the Analyst will provide assistance and training in the use of business systems, computers, mobile devices, and peripheral equipment.

Essential Functions
- Performs systems analysis to ensure integrity of all the City's functions involving the City's various network operating systems, databases, and personal computers.
- Assists users in developing systems and/or specifying changes; assists in implementing technology that best meets the City's current and future needs.
- Seeks opportunities to improve workflows and processes through automation or other technology systems.
- Participates in IS project management duties which include working with vendors and City department personnel; updating project budgets; coordinating vendor and City department personnel to accomplish project tasks; participating in project contract negotiations in conjunction with the Information Systems Manager; assisting in administering project related contracts including on-going maintenance contracts.
- Analyzes the impact of requested services considering factors such as compatibility, conversion, implementation, ongoing costs, and impact to existing systems, equipment and staff; documents recommendations and alternatives.
- Assists in the development of system specifications including user requirements, design, programming, documentation, testing, conversion and implementation.
- Assists in preparing and evaluating requests for proposals and informal procurements related to network or data communications in accordance with City policy, procedures and applicable ordinances.
- Provides technical leadership, assistance, and training to departments, system users, and Information Services staff.
- Assists with establishment, maintenance, support and implementation of City-wide policies and technical standards for hardware, software, and data.
- Prepares procedures, reports, and other written materials.
- Accesses, maintains and develops system programs and controls to ensure access, sharing and security of the City's confidential data and operations. This may include, but is not limited to, confidential information related to the City's operations, personnel and legal matters as may be provided in electronic, written and verbal formats requiring a high level of confidentiality.
- Maintains software, data, and network security; remote access security; and physical security of computers by effectively administering server and host operating systems, as well as network communication component hardware and software; maintains employee hardware, software and data access privileges in accordance with City policies and management directives.
- Assists in development and design of the City's network.

- Assists in network administration and security for the City Local Area Network (LAN), Wide Area Network (WAN), computer systems, and ancillary equipment. Troubleshoots problems as reported by users or automated network monitoring systems and takes the appropriate action in resolving or proactively monitoring issues.
- Maintains detailed, up-to-date documentation and cataloging of network and system configurations.
- Assists in administration of the City's central databases to ensure its integrity, reliability, accuracy and security; provides City-wide client/server database programming.
- Identifies, diagnoses and responds to business system(s) problems and determines appropriate action needed to correct, takes corrective action or contacts vendor as appropriate, requests all vendor service calls, monitors vendors contacts when on-site and maintains appropriate system(s) records.
- Maintains and repairs networked systems including routers, hubs, bridges, switches and computer systems and peripheral equipment including printers, scanners and related devices; coordinates major equipment repairs and installations with vendors as needed;
- Assists in the maintenance of the City's website, intranet and multi-media communications.
- Stays current with technological advances in the field of information technology; maintains knowledge of network administration, email configuration and administration, database maintenance, and LAN use concepts.
- Promotes cross training and knowledge transfer among Information Services staff.
- Provides help desk technical support, prioritizes and/or responds to trouble reports from customers regarding phones, mobile devices, workstations, and printers.
- Provides assistance to the Public Records Officer on public disclosure requests dealing with electronic records.
- Performs other duties as assigned.

Secondary Functions
- Serves on and participates in various employee committees.
- Responsible for special projects as assigned.

Job Scope
Position involves frequent new and varied work situations with a high degree of complexity. The incumbent operates under generally established practices and procedures. They may work independently with minimal supervision and contribute to the development of new concepts.

Interpersonal Contacts
The Information Systems Analyst interacts with the City staff on a daily basis and routinely oversees consultants.

Specific Job Skills

Knowledge of:
- City organization, operations, policies, and objectives.
- Principles of project management.
- Voice and data networks, enterprise and desktop systems.
- Information system diagnostic techniques and procedures.
- Systems analysis and design.
- Virtualization
- Computer languages and tools including but not limited to MS Access, SQL Server, Visual Basic, .NET, web services.

- Relational databases and the ESRI geodatabase format.
- Current technological advances such as cloud services and mobile devices.
- Correct English language usage, grammar, spelling, punctuation and vocabulary.

Ability to:
- Manage multiple projects concurrently and maintain project schedules; plan and organize work to complete work within schedules and timelines.
- Accurately analyze and evaluate operations, and develop and implement corrective actions to resolve problems.
- Evaluate changes and new developments in technology, information systems, computer hardware and software.
- Maintain effective work relationships with others.
- Foster collaborative group processes and efficiently use resources.
- Explain complex technical information and procedures verbally and in writing to others lacking technical knowledge.
- Maintain absolute confidentiality of all sensitive files and materials accessed, discussed, or observed while performing duties.
- Work from general instructions and broad work expectations.
- Assure the City has a technically sound and efficient computer network.
- Recognize occupational hazards and utilize standard safety procedures.

Mental Activities

Position requires continuous decision making, independent judgment and/or action, ability to speak, read, understand and write English, and performance of basic math; frequent creativity, customer service, use of discretion, and problem analysis; occasional interpersonal skills and teamwork; rare advanced math, negotiation, mentoring, and presentations/teaching.

Physical Activities

Position requires frequent walking, sitting, fingering, talking, hearing, and repetitive motions of hands and wrists; occasional standing, stooping, reaching, feeling, handling, and bending; and rare kneeling and climbing. Position requires the ability to push, pull, lift, and carry 25 pounds.

Education and/or Experience

Bachelor's degree in computer science or related field, knowledge and skills in systems analysis and design, AND five years increasingly responsible information systems management experience OR a combination of education, training and experience which provides an equivalent background sufficient to perform the work of the position. Experience operating and maintaining a computer network with at least 50 users is preferred.

Special Requirement
- Successful completion of pre-employment background check.
- Valid Washington Driver's License with satisfactory driving record.

Job Conditions

Work is performed primarily in an office setting with extended periods at the computer. Noise level is moderate. Position requires ability to drive between multiple locations. May occasionally be required to work irregular hours for evening meetings, work needs, and emergency situations.