



IT ANALYST 2

Department: Finance

Job Class: 634000

Pay Range: Professional 16

FLSA: Exempt

Represented: No

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in the class and are **not** intended to reflect all duties performed within the job.

GENERAL FUNCTION: This classification serves as a technology professional in several enterprise technology areas and as an ambassador Information Technology Division of Finance (IT). The responsibilities of the IT Analyst 2 are to consult with customers to refine and translate technology requirements into process improvements, and system and database designs to maximize use of enterprise business systems. Work includes business process re-engineering, workflow design, alternative development, system engineering, enterprise system configuration, system implementation, programming, LEAN methodologies, and project management. This position ensures that project objectives and client expectations are met and identifies opportunities to improve processes, drives efficiencies, identify IT value and improve data quality.

The IT Analyst 2 position is distinguished by the assignment of senior-level duties to perform oversight and coordination of enterprise systems, multi-departmental or multi-external agency projects to implement processes, systems and technologies. The position requires advanced and broad technical knowledge and strong communication skills in order to oversee high-profile initiatives that may impact significant, fundamental public services.

ESSENTIAL FUNCTIONS:

- Provide technical and project management for both internal and external enterprise IT technologies and projects to support implementation of applications used countywide.
- Serve as the project coordinator for major business analysis efforts functioning as liaison between business units and technology services. Consult and coordinate with departments to match user requirements with technology solutions.
- Work with technologists, system designers, and programmers to research and determine technical solutions to enterprise applications and infrastructure; develop the plan, method, design and analysis for its execution; complete the configuration, integration and data migration; and perform the implementation of the application. Review and assess 3rd party software solutions.
- Coordinate multiple, complex enterprise application initiatives to ensure IT architecture alignment, system integration, compliance with IT standards, and customer business needs are met.
- Define enterprise level system requirements and analyze fit/gap, plan, and provide recommendations for system workflows, application integration, product implementation, and deliverables.
- Work cooperatively and proactively with IT peers to establish the hardware, software, security, services, and administration for the production and test environments.
- Review, recommend and document application designs including system configuration and database architectures according to IT standards.
- Assist with enterprise-level database design and perform integration and construction planning. Design, document, build and test any required database migration.
- Perform limited Java programming or advanced scripting for software integration.

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- Perform 3rd party vendor management including contract development, oversight, deliverables and negotiations.
- Conduct the installation, implementation, administration and support for 3rd party software solutions that support countywide initiatives. Trouble-shoot problems and recommend solutions.
- Write feasibility studies for multi-departmental projects, project briefs, lifecycle cost analysis, test units, progress reports, proposals, and user manuals for new business processes and other related system documentation.
- Work with Department Business Analysts and IT peers to coordinate and create detailed project plans and schedules including risk identification to ensure the successful integration of new systems and applications.
- Utilize "Best Practices", LEAN methodologies, and tools for project execution and management. Maintain system integrity by establishing change management processes and facilitating complex system changes.
- Monitor and report status of project activities and resources to mitigate risk and assess business value achievement.
- Conduct presentations and/or briefings on all aspects of the assigned project to executive management, department directors, and users.
- Manage differing opinions in a positive manner, and use good listening skills.
- Establish and maintain effective working relationships with project staff (IT and Departments) and communicate sufficiently to exchange or convey information for project awareness.
- Evaluate, monitor, and ensure compliance with laws, regulations, policies, and standards.
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite.
- Meet the traveling requirements of the position.
- Perform the physical requirements of the position; works within the established working conditions of the position.

OTHER JOB FUNCTIONS:

- May coordinate the work of technically skilled professionals engaged in the support, maintenance, development or acquisition of systems, applications, and databases.
- May assist the customer in working with vendors involved with initial acquisition, testing, and installation of systems and applications.
- May train and mentor less experienced employees.
- Perform other job functions as assigned.

SUPERVISION RECEIVED AND EXERCISED: This position does not supervise staff, but may direct lower level IT staff on projects. The IT System Analyst reports to an IT supervisor or manager.

WORK ENVIRONMENT: The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of the position. The IT Analyst 2 works in an office environment on a daily basis and may participate in some field work. Travel to various worksites and/or meeting locations may be required. Work is generally completed on a regularly scheduled basis, however, attendance at meetings or completion of overtime work outside of normal scheduled hours may be required. Extended periods of concentration and sedentary work are required. Work is subject to frequent interruptions, normal office noise.

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PHYSICAL REQUIREMENTS: The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this position. Physical activities required are finger dexterity necessary to operate equipment used in the position, talking, seeing, and hearing. There is some walking, sitting, bending/stooping, pushing/pulling and minimal unassisted lifting associated with the job duties. Lifting requirement of 40 lbs.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Windows operating systems, common software applications, and database design.
- E-Mail systems and Internet.
- Testing methodologies.
- Database construction and management.
- Software Development Lifecycle.
- LEAN Methodologies

Skill in:

- Effective project planning and management.
- Identifying business workflow and requirements.
- Troubleshooting and investigating software problems and providing solutions.
- Building, configuring and testing enterprise applications.
- Developing interactive web pages and programming in JAVA or scripting.
- Common IT business analysis practices, documents, and diagrams.

Ability to:

- Plan, coordinate, and implement enterprise information technology projects.
- Learn and troubleshoot enterprise and complex software applications.
- Create/maintain training materials.
- Work independently and as part of a team.
- Understand and follow written and verbal instructions.
- Work effectively and productively with others.
- Communicate effectively verbally and in writing to audiences of various social, cultural, ethnic, educational, and economic backgrounds.
- Effectively coordinate, perform and complete multiple duties and assignments concurrently and in a timely manner.
- Meet the travel requirements of the position, if any.
- Physically perform the essential job functions of the classification.

MINIMUM REQUIREMENTS TO APPLY:

Bachelor degree in information technology, computer sciences, business/public administration or related field and four years of information technology or business analysis experience with at least one year experience in a project lead role is required. Experience in programming or system integration work is preferred. Positions in specific program areas may require program-related experience, education, and/or training. Additional education or experience which clearly indicates the ability to

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perform the essential functions of the position may substitute equally on a year of year basis for the recruiting requirements.

SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS: A valid Washington State driver's license may be required when travel is required of the position. Ability to successfully complete a Pierce County background investigation. Fingerprint and in-depth criminal history check may be required for certain law enforcement system support assignments.