Class Title: Systems Analyst   **Class Code**:   3500
Department: Information Systems   **Grade**:   27
Merit: Non-exempt   **Eff. Date**:   01/02/2025
FLSA: Exempt

GENERAL PURPOSE

Under general guidance and direction from the Information Systems Director, works with Davis County departments to identify and document business processes, evaluate necessary process changes, and identify potential opportunities for technology solutions.

EXAMPLE OF DUTIES

Assists county departments in the evaluation, development and documentation of business processes with a goal of creating efficiency and integrity for County operations.

Identifies and documents opportunities for technology solutions to support business processes.

Creates user-stories, system requirements and requests for proposal (RFP's.)

Reviews completed RFPs, evaluates potential solutions (third-party or internally developed) and vendors, and guides County departments through solution selection.

Manages solutions implementation projects including installation, configuration, data conversion, validation, and testing and implementation of an efficient support model.

Works with Information Systems application support teams to stay abreast of product roadmaps and keep technology in alignment with evolving business processes.

Works closely with the unified technology support team to ensure appropriate support levels for technology solutions.

Participates in the Change Advisory Board to appropriately manage change.

Performs related duties as assigned.

MINIMUM QUALIFICATIONS

1.   **Education and Experience:**

      Graduation from an accredited college or university with a Bachelor's degree in Information Systems, Computer Science or related field, plus a minimum of three (3) years in a systems analyst, implementation or technology support position. An acceptable combination of education and experience may be considered.

      Preference for PMP, ITIL, CBA or related certifications.

2.   **Special Qualifications**:

Employees driving a personal or a County vehicle for job related travel must possess a valid driver license, maintain the minimum vehicle liability insurance as specified in the Utah Code, and must operate a motor vehicle in a safe manner; new employees with an out-of-state license must obtain a valid Utah Driver License within sixty (60) days of hire date (exceptions for military personnel and their dependents).

3.   **Necessary Knowledge, Skills and Abilities**:

Knowledge of: business process evaluation and development, system development life cycle, information security concepts, process workflow documentation, agile and waterfall development methodologies.

Skill in: standard business software applications, workflow documentation software, project management software.

Ability to: effectively communicate with primary stakeholders and end users, document workflows, system diagrams and requirements definitions, break down complex business processes, mediation, manage software implementations, create effective test plans, evaluate technology solutions and provide a high-level of customer support.

WORKING CONDITIONS

Expected work shift Monday-Friday 8 am – 5 pm. Must be available for after hours and on-call to respond to emergencies and/or special project. Occasional travel may be required for training. Must be able to sit/stand for extended periods.

The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. ***All requirements are subject to possible modifications to reasonably accommodate individuals with disabilities.***