

CLASS SPECIFICATION
SAN DIEGO CITY CIVIL SERVICE COMMISSION
INFORMATION SYSTEMS ANALYST II - 1348

NOTE: formerly Data Systems Coordinator

DEFINITION:

Under direction, at the journey-level, to coordinate the development, testing, implementation, and modification of complex department information systems utilizing in-house staff or private computer vendors as resources; to provide hardware/software technical support to end users in the day-to-day operation of systems; and to perform related work.

DISTINGUISHING CHARACTERISTICS:

This is the fully experienced or journey-level class in the Information Systems Analyst series. Employees in this class are expected to perform their duties with only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the department. Positions classified at this level may be underfilled with a Management Trainee, Information Systems Technician, or Information Systems Analyst I in accordance with the City's Career Advancement Program.

*** EXAMPLES OF DUTIES:**

- Reviews and evaluates requests to automate manual procedures;
- Provides hardware/software technical support to end-users in the day-to-day operation of systems;
- Defines user requirements and prepares cost/benefit analyses for new systems to be developed;
- Justifies and prioritizes new system development and/or software and hardware enhancements to existing systems;
- Analyzes the impact of new automation on existing systems;
- Performs research to identify hardware and/or software capable of meeting a requirements specification;
- Coordinates and participates in the analysis, design, implementation, and integration of new systems and applications;
- Reviews and recommends changes in existing and proposed systems to reduce duplication of effort, resolve conflicts in system requirements, and broaden the potential application of systems;
- Compiles and maintains system documentation;
- Identifies system malfunctions and recommends and coordinates their resolution;
- Generates a variety of specialized statistical and operational reports as requested;
- Participates in developing the goals, objectives, and service delivery plans for information systems programs within the department;

*** EXAMPLES OF DUTIES performed by employees in this class. The list may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.**

- Provides technical interpretation to department management and operational interpretation to staff and private computer vendors;
- Performs business process analysis and modeling;
- Develops and provides hardware and applications training to user personnel;
- Prepares, monitors, and analyzes the department's data processing budget;
- Reviews new technology to determine suitability for department use;
- Represents the department on technical committees;
- Maintains records and prepares reports;
- May supervise technical support personnel.

MINIMUM QUALIFICATIONS:

Please note: the minimum qualifications stated below are a guide for determining the education, training, experience, special skills, and/or license which may be required for employment in the class. These are re-evaluated each time the position is opened for recruitment. Please refer to the most recent Job Description for updated minimum qualifications: <https://www.governmentjobs.com/careers/sandiego/classspecs>.

A Bachelor's Degree or equivalent education (i.e., minimum completed units equal to 120 semester/180 quarter units); **AND** two years of full-time professional-level information systems planning management experience (within the last five years). Qualifying experience must include all of the following: information systems management; information systems problem-solving; information systems design and analysis; and providing technical assistance to others on major computer systems which run on a variety of platforms.