Systems Analyst

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
SYSTEMS ANALYST I	0252	B17	$42,976 - $64,469
SYSTEMS ANALYST II	0253	B19	$48,244 - $76,028
SYSTEMS ANALYST III	0254	B21	$54,278 - $87,046
SYSTEMS ANALYST IV	0255	B23	$61,184 - $99,658
SYSTEMS ANALYST V	0256	B25	$69,572 - $114,099
SYSTEMS ANALYST VI	0257	B27	$84,182 - $142,374
SYSTEMS ANALYST VII	0258	B29	$101,860 - $172,272

GENERAL DESCRIPTION

Performs computer systems analysis work involving analyzing and identifying user requirements, procedures, and problems to automate processing or to improve existing systems.

DISTINGUISHING CHARACTERISTICS

The Systems Analyst job classification series is intended for employees who help agencies use computer technology effectively and efficiently by devising new ways to improve functionality of existing systems or networks and implementing new systems. Employees typically develop, implement, and test solutions to complex applications problems; perform systems management and integration; improve existing systems; and review system capabilities, workflow, and schedule limitations. In contrast, the Information Technology Support Specialist job classification series does not improve existing systems and/or implement the proposed designs; rather, employees in that series provide technical assistance and support related to computer systems, hardware, and software in a help desk setting.

EXAMPLES OF WORK PERFORMED

Analyzes new or existing procedures, information systems, or utility programs for efficiency and effectiveness.

Tests and diagnoses systems to ensure that critical requirements are met.

Designs, modifies, and implements new or revised systems to serve new purposes or improve workflow.

Prepares charts, diagrams, tables, and flowcharts to assist in problem analysis and submits recommendations for solution.

Performs related work as assigned.

DESCRIPTION OF LEVELS

Examples of work and descriptions are meant to progress through the levels. For example, an employee at level VII may also perform work listed within the previous levels.

Note: Factors that may distinguish between entry and journey levels include the level of independence in performing the work and the complexity of the work and may include the years of related experience and education. Employees at the journey levels may independently perform the full range of work listed in the examples or may assist others in that work.

SYSTEMS ANALYST I: Performs entry-level computer systems analysis work. Works under close supervision, with minimal latitude for the use of initiative and independent judgment. Employees at this level may have limited experience or no experience and spend the majority of their time performing simple to routine work following standard procedures.

SYSTEMS ANALYST II: Performs moderately complex (journey-level) computer systems analysis work. Works under general supervision, with limited latitude for the use of initiative and independent judgment. Employees at this level may rely on direction from others to solve problems that are not standard and also assist other staff in performing work of greater complexity. Employees may:
- Analyze user needs, define the system's scope, document requirements, and translate the user needs and requirements into functional specifications for the design of business systems.
- Develop programs and applications using object-oriented programming languages, client-server application development processes, multimedia, and Internet technology.

SYSTEMS ANALYST III: Performs complex (journey-level) computer systems analysis work. Works under general supervision, with moderate latitude for the use of initiative and independent judgment. Employees at this level may work more independently than those at the previous levels and may routinely assist other staff in performing work of greater complexity. Employees may:
- Conduct studies and prepare reports that include study findings, recommendations, and instructions for proposed system implementations; formulate logical descriptions of problems; and devise optimum solutions.
- Review and analyze computer printouts, reports, and performance indicators to locate code problems; and correct errors by modifying or correcting code.

Note: A senior-level employee (levels IV-VII) may serve as a team lead or supervisor; however, supervisory responsibilities within the job classification series will normally be found at levels VI and VII.

A senior-level employee may perform the full range of work identified in the preceding levels and may coordinate, evaluate, or oversee that work for others. Factors that may distinguish between senior levels include the scope of responsibility and oversight, the size and complexity of systems analysis work, and the employee's related experience, education, and certifications.

SYSTEMS ANALYST IV: Performs highly complex (senior-level) computer systems analysis work. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level may:

- Coordinate with users to identify system requirements, develop functional design specifications to meet requirements, and solve complex operational problems.
- Coordinate, plan, and schedule the installation of or training for new or revised systems and define business process requirements.
- Prepare and define the goals of the system and devise flow charts and diagrams describing the logical operational steps of programs.

SYSTEMS ANALYST V: Performs advanced (senior-level) computer systems analysis work. Works under minimal supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level may fully perform highly complex systems analysis work and may:

- Oversee and/or prepare charts, diagrams, and tables that depict the present and proposed systems in terms of costs, benefits derived, and tasks accomplished.
- Coordinate and/or participate in the development and execution of enterprise-level strategies and technical direction, including establishing processes and procedures for executing and maintaining technology road maps.
- Coordinate projects that involve cross-functional agency systems and other state entities, including planning and scheduling during project development and implementation stages.

SYSTEMS ANALYST VI: Performs highly advanced (senior-level) computer systems analysis work. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment. Employees at this level may independently perform the most complex systems analysis work and may:

- Develop and implement strategic planning actions and policy decisions related to the agency's systems.
- Make recommendations concerning the direction of the agency's computer and management information systems.

SYSTEMS ANALYST VII: Performs highly advanced and/or supervisory (senior-level) computer systems analysis work. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment. Employees at this level may be considered technical experts in the field and may:

- Develop agency computer operations and management information system plans and budgets.
- Manage multiple projects occasionally, and/or some of the most complex systems analysis projects involving highly complex design, development, and implementation of software programs and applications.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Experience and/or education in a field relevant to the work being performed. Agencies have the discretion to identify the general or specialized experience, education, or certifications required for positions and may tailor qualification requirements to be specific and meet the agency's business needs. Agencies also may substitute experience and education for one another, if appropriate and allowed by statute.

KNOWLEDGE, SKILLS, AND ABILITIES

For all levels

- Knowledge of the limitations and capabilities of computer systems, the techniques used in the design of non-automated systems, information technology equipment, applicable programming languages, computer hardware and software, computer operating systems, writing program code, and automated mapping.

- Skill in solving problems; in scheduling, testing, installing, and implementing programs; and in troubleshooting computer systems.

- Ability to analyze systems and procedures, to write and revise standards and procedures, and to communicate effectively.

Additional for Systems Analyst IV - VII levels

- Ability to oversee and/or supervise the work of others.