

**CITY OF BLACK HAWK**  
**2024 Job Description**

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<b>JOB TITLE:</b>	<b>IT Systems Analyst</b>	<b>DEPARTMENT:</b>	<b>IT</b>
<b>REPORTS TO:</b>	<b>Information Technology Manager</b>	<b>EXEMPT:</b>	<b>Yes</b>
<b>SALARY RANGE:</b>	<b>\$97,905 - \$137,067 / Annual</b>		

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**SUMMARY:**

This position consists of a systems analysis role along with software application development and technical work in providing all related support issues. This position will also serve in a backup capacity for the Information Technology Manager. The primary function of this position is to support all applications and work directly with users via email, telephone or onsite. This position will also be expected to exercise interpersonal communication skills as well as having high level skills to solve technology problems.

**ESSENTIAL DUTIES & RESPONSIBILITIES:** The following duties & responsibilities are illustrative only and are not intended to be all inclusive:

- Responsible for analysis and design of application software; assesses user needs, and analyzes and evaluates existing software systems for effectiveness and efficiency. Researches, tests, and evaluates equipment and application products.
- Develops and delivers employee training related to such deployments of applications either newly created or base on existing procedures.
- Diagnoses and remedies system or programming problems, and develops reasonable alternatives. Interacts with users, vendors and contractors to select appropriate software and equipment. Manages projects including creating relevant project documentation, assigning tasks, and reporting project progress.
- May design, write and maintain a variety of software and data bases for various city departments and functions. May perform database backup and recovery, daily monitoring of scheduled jobs, database design, development, and support.
- Establishes and maintains excellent working relationships with City department personnel, IT staff, project teams, and vendors.
- Assist the Information Technology Manager with the City's data network including monitoring network usage, programming and upgrading network switches and routers, evaluate new services and methodology available from vendors. Maintain City firewall including spam filter, anti-virus, content filter and intrusion protection.
- Assist the Information Technology Manager with the City's computer hardware and software including hardware repair, system building, software installation and

maintenance. Work extensively with user departments to develop or modify data processing and office automation systems.

- Assist the Information Technology Manager with the City's telephone network including add/modify/delete of new phone, cabling building and offices, programming Avaya IP Office VoIP, digital, and analog voice devices, and maintaining Avaya Voicemail Pro system.
- Assist the Information Technology Manager in providing Help Desk/PC support to end-users answering technical questions related to minor software and/or hardware problems, or to direct the users to appropriate training sites for answers.
- Serve as a representative in meetings and interactions with City staff and other individuals or agencies outside the organization.
- Assist the Information Technology Manager in preparing the department's budget; develop an overall equipment replacement plan for City equipment; prepare new computer specifications; coordinate with purchasing the actual purchase; review and evaluate bids for any computer or telecommunications equipment.
- Assist the Information Technology Manager in overseeing the establishment and maintenance of network users, user environments, directories, and system security; upgrade hardware and software components as required; oversee daily computer operation.

#### **SUPERVISORY RESPONSIBILITIES:**

None.

#### **QUALIFICATIONS:**

Education – Associates Degree from a college or university in Information Technology, Computer Science, or Business Administration with an emphasis in Information Technology, or another computer-based degree.

Knowledge - Strong knowledge of systems analysis with foundational knowledge of software development; Web development concepts and general understanding of various programming languages; Solid knowledge of the principles, practices and techniques of PC hardware configuration; PC and network operating systems; Exchange based e-mail systems; LAN/WAN systems; relational database structure and programming; Strong knowledge of various network architecture methodologies. General knowledge of VoIP based telephone systems with emphasis on Avaya systems.

Experience - At least Three (3) years' experience in a systems analyst or software analyst role with at least one (1) year in the administration and management of information technology systems; experience with client server environment and supervisory experience required or

Any equivalent combination of training and experience that provides evidence that the applicant possesses the required knowledge, skills and abilities.

## **PHYSICAL REQUIREMENTS AND ENVIRONMENTAL SETTING**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand, walk, sit, and use hands to finger, handle, or feel objects, tools or controls. The employee is occasionally required to reach with hands or arms; climb or balance; and stoop, kneel, crouch, or crawl. Specific vision abilities required by this job include close vision and distance vision.

## **COMMENTS:**

The intent of this classification is to describe the types of job tasks and levels of responsibility and difficulty required of persons assigned to this classification title. This is not to be considered a detailed description of every duty/responsibility of the job.

The City of Black Hawk is an Equal Opportunity Employer. Pursuant to the *Immigrations Reform and Control Act*, it is the City's intention to hire only individuals who are United States citizens or those authorized to work and live in the United States.

**I have read and fully understand the duties of the job description.**

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_