

SYSTEMS ANALYST 1

GENERAL

Employees in this class, under the immediate direction and supervision of a senior analyst, carry out a variety of duties concerned with selected areas of systems and procedures analysis. They assist in the review and analysis of existing procedures by observing work processes, gathering data and developing block diagrams. Initially these employees work on assignments of limited complexity and scope under close supervision. As training progresses, they investigate problem areas, and assist in drawing appropriate conclusions and recommending solutions and modifications. This level is considered a training level where incumbents are taught the various aspects of the work. Promotions to Systems Analyst II will normally occur after completion of two years satisfactory performance.

TYPICAL DUTIES

Assists in the preparation of flow charts.

Reviews work processes and gathers data.

Assists in the proposed revisions to forms and records.

Assists in the preparation of report drafts.

Assists in the implementation of new systems.

Performs other duties as assigned.

QUALIFICATIONS

Knowledge, Abilities and Skills

Ability to define problems and objectives accurately.

Ability to recognize significant data and to collect, arrange, classify and analyze this data.

Ability to express ideas and findings clearly and concisely, both orally and in writing.

Education, Training and Experience

High school graduation with preferably some practical training in management theory and processes or basic systems principles.

Physical Standards

Physically capable of performing the duties assigned.

SYSTEMS ANALYST 2

GENERAL

This is the normal working level of the Systems Analyst series where employees are engaged in assisting the development and installation of systems and procedures in a department, under the supervision and direction of a senior analyst. They may also assist in developing the recommendations for appropriate systems and procedures for the implementation of new programs.

Employees at this level act as assistant to senior analyst on studies resulting in the installation of complex equipment systems or a complete reorganization of a large unit.

This level differs from the Systems Analyst 1 in that it is the full working level of the Systems Analyst series.

TYPICAL DUTIES

Under the supervision of a senior analyst:

- a. Reviews in detail, systems and procedures employed in particular section, branches or divisions.
- b. Analyzes the operations of systems and procedures and evaluates effectiveness.
- c. Develops flow charts, undertake time and motion studies, examines space allocations and inspects working environments.
- d. Makes recommendations to project leader or senior analyst regarding modifications to existing practices or the introduction of new methods to promote greater efficiency.
- e. Assists in the preparation of final drafts of study reports.
- f. Participates in the installation of new systems or in the modification of existing systems by preparing procedure manuals, designing forms and drawing layout plans.
- g. Performs other duties as assigned.

QUALIFICATIONS

Knowledge, Abilities and Skills

Knowledge of trends and developments in general management methods and procedures.

Knowledge of legislation, regulations and administrative procedures affecting the departments or branches concerned.

Ability to define problems and objectives accurately.

Ability to recognize significant data, and to collect, arrange, classify and analyze this data.

Ability to communicate effectively both orally and in writing; thereby establishing effective relationships with others.

Skill in displaying tact and good judgment.

Education, Training and Experience

High school graduation with at least two years' experience in the systems and procedures field, preferably some practical training in management, theory and process.

Physical Standards

Physically capable of performing the duties assigned.

SYSTEMS ANALYST 3

GENERAL

Employees in this class work relatively independently on small to medium complexity systems studies as a group leader. They carry out all phases of systems work from the fact-finding stage to implementation and monitoring of a system. Supervision is exercised over junior analysts if the project warrants more than a single analyst.

This level differs from the Systems Analyst 2 level in that Systems Analysts 3 act as group leaders or have total responsibility, under the supervision of the Branch Director, for small to medium complexity studies requiring the services of an individual analyst.

This level also includes specialists in major areas of design and analysis such as forms design, normally on a department-wide basis.

TYPICAL DUTIES

Plans and carries out studies of methods, systems and procedures used in a department to identify, analyze and resolve problems.

Establishes, in conjunction with Branch Director, terms of reference for proposed studies.

Arranges for operational personnel to provide information and assist in the technical areas of the studies.

Observes methods and procedures to detect inefficient use of facilities and equipment.

Provides advice and makes recommendations on improvements in methods, systems and procedures.

Writes reports on studies.

Discusses recommended changes with line officials involved.

Prepares procedure manuals and instructions for implementation and operation of systems changes.

Directs the implementation of approved systems, methods and procedures or provides assistance to affected activities during implementation of a system. As a specialist, acts as the departmental expert in a specific discipline.

Performs other duties as assigned.

QUALIFICATIONS

Good knowledge of administrative principles and practices, of department programs and operations and of the techniques used in work measurement and procedures analysis.

Ability to communicate effectively both orally and in writing, thereby establishing effective relationships with others.

Ability to work with minimal supervision, initiate action and assume responsibility for projects.

Ability to plan and organize the work of juniors.

Skill in displaying tact and good judgment.

Education, Training and Experience

High school graduation with a minimum of four years' experience in the systems and procedures field.

Physical Standards

Physically capable of performing the duties as assigned.