

City of Shakopee
POSITION DESCRIPTION

TITLE: IT Analyst
DEPARTMENT: Administration
CLASSIFICATION:
REPORTS TO: IT Director
STATUS: Full-Time, Non-Exempt
PAY GRADE: 180
LAST UPDATED: 6/1/2018

SUMMARY

This position is responsible for providing technical leadership by planning, designing, and implementing innovative IT solutions aligning with business processes to improve organizational performance. Drives continuous improvement IT initiatives through all city departments by analyzing processes, enhancing software programs and services, identifying automation opportunities, developing appropriate IT business solutions, and implementations. Identifies synergies and value-added opportunities among current and planned technology across the city's departments to drive efficiencies, quality, and collaboration.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Plans, designs and implements secure, sustainable, and supportable IT solutions as it relates to data management and process/application design.
- Responsible for technical leadership and managing of decisions throughout the entire software development life cycle.
- Analyzes city department operations and processes to identify opportunities for improvement, map processes, design solutions, and determine feasibility for conversion to software solutions.
- Design and implement integrations between applications such as Laserfiche, ProjectDox, GIS, and Office365.
- Delivers technical recommendations in the research, planning, and implementation of new technology.
- Responsible for creating technical and functional requirement documentation.
- Administers implementation of technical IT architecture changes.
- Identifies and reduces redundancies among existing and proposed technology.
- Manages application and data security as a top priority.
- Drives project management practices including timelines, communication of project status, delays, risks, and cost estimates.
- Configuration and develop user interfaces such as SharePoint Online, Laserfiche Forms, Workflows, and SQL Reporting.
- Creation of internal IT and user acceptance software test plans.
- Build relationships through vendor engagement and management.
- Day-to-day support of various city applications.
- Assists team members in problem resolution as needed to resolve system performance issues.
- Conducts internal training sessions with individual and small groups for software implementations.
- Performs other related duties as apparent or assigned.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

- Excellent organization skills.
- Ability to understand, troubleshoot, and configure various types of databases.
- Knowledge of key technologies, including: MS SQL Server, web related technologies, and multiple programming languages.
- Knowledge and experience in IT processes for change management that minimize business disruptions and meet service performance expectations.
- Ability to respond to questions and effectively present technical information to fellow city employees with a widely varying degree of technical knowledge.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.

- Working knowledge of the configuration, set-up and operation of modern office hardware, including desktop, laptop and tablet computers, as well as printers, copiers and scanners.
- In depth knowledge of the installation, configuration and general use of the Microsoft Office suite of software programs and the ability to acquire an understanding of the numerous specialty software programs used by various City departments.
- Ability to communicate effectively in English, both orally and in writing.
- Ability to write reports, memos and business correspondence using proper spelling, grammar and punctuation.
- Ability to read, analyze and interpret technical documents such as operating and maintenance instructions, and procedure manuals.
- Ability to interpret and carry out instructions provided in written, oral, diagram or schedule form.
- Ability to maintain a high level of integrity and ethical performance at all times.
- Ability to maintain confidentiality of a wide variety of information to which the position provides access (personnel data, law enforcement data, etc.) and to exercise appropriate judgment in the release or presentation of information.
- Ability to establish and maintain positive, professional working relationships with co-workers, supervisors and a wide range of city employees.
- Ability to prioritize and schedule work effectively, work independently and manage multiple projects or tasks at a time.

INTERNAL/EXTERNAL CONTACTS

- Daily contact with Administrative Department and other departmental staff.
- Daily contact with the public.
- Interaction with Department Heads to provide support and assistance.

QUALIFICATIONS

Minimum Qualifications

Post-secondary education in information systems, computer science, or related field along with relevant work experience in a networked environment. Ability to pass a comprehensive background check; covering criminal, financial, educational, employment and personal history. Valid driver's license.

Desirable Qualifications

Knowledge of data and applications architecture, analytical methodologies, project management, Laserfiche, ProjectDox, GIS, and Office365. Preference given for systems and database design experience in a client/server and/or web-based environment.

WORKING CONDITIONS

The work environment varies and includes standard office settings, with moderate levels of noise generated by conversations, phones and other office equipment; server rooms, with significant electronic equipment generating heat and noise; and various other environments where City computer equipment is housed, operated or installed, including the mechanic's shop, ice arena, outdoor pool and inside and around emergency vehicles.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to sit, stand and move about the office; use hands to finger, handle or feel objects, tools or controls; bend, crawl and twist; and reach with hands and arms. The employee is required to speak, hear and see in order to share information, receive instructions, and complete tasks using a computer screen. The employee must be able to lift and/or move up to 50 pounds.

EQUIPMENT REQUIRED TO PERFORM JOB

- Desktop Computer
- Desktop Phone
- Copy/Scanner/Fax Machine

The City of Shakopee is an Equal Opportunity Employer.