



City of Irving Job Description

Software Services Analyst

FLSA Status:	EXEMPT	Job Department:	Information Technology
Job Code:	13241	Reports To (Job Title):	Software Services Supervisor or Assistant Information Technology Director

PURPOSE

To support and maintain software applications for the City.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Apply business analysis methodologies to supply data to internal staff and the public.
- Install, support, maintain, upgrade, and troubleshoot third-party software systems as assigned.
- Design and support some custom desktop and web-based interfaces, when needed.
- Develop custom reports for various departments.
- Provide end users with training.
- Develop and deliver presentations on supported systems, as requested
- Research and recommend technology/cost improvements and efficiencies in area(s) of responsibility.
- Document programs and/or update documentation according to established standards
- Perform related duties as assigned.

OTHER DUTIES AND RESPONSIBILITIES

- Provide secondary support for software systems assigned to other software staff as needed.

SUPERVISORY RESPONSIBILITIES

Supervisory responsibility is not a regular part of the position.

FINANCIAL / BUDGETARY RESPONSIBILITY

Awareness of financial needs and deadlines to maintain, upgrade, and perform potential enhancements to system, as well as legal/regulatory licensing requirements, so recommendations can be made to management for budgeting and payment approval.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Equivalent to an Associate's degree from an accredited college or university with major course work in Computer Science, Information Systems or a closely related field.

EXPERIENCE

- At least two (2) years of increasing responsibility in maintaining and implementing modern, state of the art software, systems analysis or systems design experience.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate, valid, state-issued driver's license.
- CJIS qualified (A conviction for Class B misdemeanor and above is disqualifying.)

KNOWLEDGE OF

- Mastery of COTS software implementation and maintenance procedures and practices.
- Competence in assisting in any data related projects requested by management.
- Computers and Electronics: Electric circuit boards, processors, chips, and computer hardware and software.
- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Advanced Math: Mathematical calculations including geometry, trigonometry, algebra, statistics, and calculus.
- Programming Methodology: Necessary computer languages, basic principles, formulas, syntax, and documentation practices.
- Confidentiality: Methods and techniques of the proper handling and precautions for classified, confidential, and sensitive information.
- CJIS Procedures.

SKILLS AND ABILITIES IN

- Accuracy: Attention to detail in dealing with numbers, words, and ideas.
- Information Organization: Finding ways to structure or classify multiple pieces of information.
- Critical Thinking: Using logic and analysis to identify the strengths and weaknesses of different approaches.
- Reading Comprehension: understanding written sentences and paragraphs in work documents.
- Service Orientation: Actively looking for ways to help people.
- Operations Analysis: Analyzing needs and product requirements to create a design.
- Active Learning: Working with new material or information to grasp its implications.
- Active Listening: Listening to what others are saying and asking questions as appropriate.

- Functional Supervision: Motivating, developing, and directing people as they work.
- Complex Problem Solving: Identifying problems and reviewing related information to develop and evaluate options and implement solutions.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Written & Oral Expression: Effectively communicating information and ideas in writing, as well as through speech, so others will understand.
- Teaching: Conveying new concepts and confirming comprehension by listener.
- Persuasion: Convincing others to approach things differently
- Negotiation: Bringing others together and trying to reconcile differences.
- Self-Management: Working independently and without supervision.
- Interactive Presentation: Effectively presenting information and responding to questions from groups of managers, clients, customers, and the general public.
- Deductive Reasoning: Applying general rules to specific problems to come up with logical answers. This involves deciding if an answer makes sense or provides a logical explanation for why a series of seemingly unrelated events occur together.
- Inductive Reasoning: Combining separate pieces of information or specific answers to problems to form general rules or conclusions. This includes coming up with a logical explanation for why a series of seemingly unrelated events occur together
- Speech Recognition: Identifying and understanding the speech of another person.
- Technical Reasoning: Interpreting an extensive variety of technical instructions in mathematical or diagram form.
- Judgment and Decision-Making: Weighing the relative costs / benefits of a potential action.
- System Perception: Discerning when important changes have occurred or likely will in a system.
- System Evaluation: Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.
- System Analysis: Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- Information Technology Customer Support: Knowing and demonstrating enough hands-on customer data tools support to effectively provide additional support and lead a technical support team.
- Management of Material Resources: Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
- Social Perceptiveness: Being aware of the reactions of others and understanding why they react the way they do.

GUIDANCE RECEIVED

General Standards

A range of professional standards and methods guide completion of assignments and decisions made. Adherence to policy, City procedures and general supervisory direction is expected. Position incumbents are responsible for making recommendations about changes to methods, procedures and policies and helping to implement changes.

CONTACTS

Interacts with City staff, generally key administrative support up through the director level, across multiple Departments when troubleshooting network issues, installing network systems or services, and providing end users with training and support.

Externally, interacts with Vendors, related to network and software systems for the purpose of receiving technical support, best practices, upgrade information, technical advancements, and consulting services. Additionally, engages with staff from other organizations for the purpose of establishing relationships, knowledge transfer, and general industry networking for the benefit of the city.

EQUIPMENT AND PROPERTY

Personal computer and multiple servers

PHYSICAL DEMANDS

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.*

The employee constantly is required to carry, grasp, handle, feel, lift up to 10 pounds, listen, reach, see, sit, stand, talk, and/or walk. Frequently, s/he is required to kneel, lift up to 25 pounds, and/or stoop. Occasionally, s/he is required to balance, crawl, drive a vehicle, lift up to 50 pounds, push, and/or pull. Rarely, s/he is required to lift more than 100 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The Noise level in the work environment is usually quiet

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.