



Code: 06D8

Family: IT-Analyst

Service: Administrative

Group: Clerical, Accounting, and General Office

Series: Information Technology

CLASS TITLE: APPLICATION/SYSTEMS ANALYST

CHARACTERISTICS OF THE CLASS

Under general supervision, partners with Business Analysts to translate routine business requirements into technical specification and partners with developers and QA Analysts to develop logical technical processes; and performs related duties as required

This class is assigned to the Analyst Information Technology Job Family which consists of positions that work with stakeholders to identify and define needs/issues, document requirements, perform analysis, solve problems with fact-based analysis, and provide recommendations. This is the entry-level classification in the series

ESSENTIAL DUTIES

- Partners with Business Analysts and technical teams to understand, define system goals and business requirements
- Partners with application development team to understand routine application goals and requirements
- Partners with Business Analysts to translate business requirements to technical system requirements
- Creates technical specifications and processes using structured analysis and data modeling techniques (e.g., activity diagrams, entity-relationship diagrams)
- Partners with designers to build application/system functionality and quality attributes
- Assists technical groups in revising logic for performance efficiency
- Builds and leverages automation to decrease overall application and system deployment and support cycle time
- Participates in application/system and user acceptance testing efforts
- Builds standards, processes and procedures, and guidelines for Business Analysts and software developers
- Assists Business Analysts to evaluate cost-benefit and ROI analyses

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Graduation from an accredited college with an Associate's degree in Computer Science, Information Systems or a directly related field; or an equivalent combination of education, training, and experience

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., phone, printer, copier, computers, mobile devices)
- Standard productivity suites (e.g., Microsoft Office Suite, OpenOffice, Google Workspace)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Some knowledge of:

- *object-oriented programming languages
- *writing software requirement specifications and test specifications
- *SQL reports
- methods, practices, and procedures for analyzing business needs
- methods, practices, and procedures for analyzing and resolving computer and software related problems
- *computer operating systems
- *IT systems development practices, standards, and procedures, including Agile Software Development practices
- *business system documentation methods, practices, and procedures

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- **ACTIVE LEARNING** - Understand the implications of new information for both current and future problem-solving and decision-making
- **ACTIVE LISTENING** - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- **CRITICAL THINKING** - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- **COMPLEX PROBLEM SOLVING** - Identify complex problems and review related information to develop and evaluate options and implement solutions
- **TIME MANAGEMENT** - Manage one's own time or the time of others
- **COORDINATION WITH OTHERS** - Adjust actions in relation to others' actions
- **JUDGEMENT AND DECISION MAKING** - Consider the relative costs and benefits of potential actions to choose the most appropriate one
- **SYSTEMS ANALYSIS** - Determine how a system should work and how changes in conditions, operations, and the environment will affect outcomes

Abilities

- **COMPREHEND ORAL INFORMATION** - Listen to and understand information and ideas presented through spoken words and sentences
- **SPEAK** - Communicate information and ideas in speaking so others will understand

- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- CONCENTRATE - Concentrate on a task over a period of time without being distracted
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- COME UP WITH IDEAS - Come up with a number of ideas about a topic
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns
- REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

Additional Competency Requirements

- COMMUNICATION FOR RESULTS – Writes, speaks and presents effectively. Explains the immediate context of the situation, asks questions with follow-ups and solicits advice prior to taking action. Develops presentations to influence others by using graphics, visuals or slides that display information clearly. Listens and asks questions to understand other people's viewpoints.
- GROWTH MINDSET – Takes ownership of personal growth. Identifies knowledge gaps. Asks questions of subject matter experts and seeks help when needed. Keeps abreast of information, developments and best practices within a field of expertise (e.g., by reading, interacting with others or attending learning events).
- INITIATIVE – Volunteers to undertake tasks that stretch his or her capability. Identifies who can provide support and procures their input. Identifies problems and acts to prevent and solve them.
- OWNERSHIP AND COMMITMENT – Volunteers to undertake tasks that stretch his or her capability. Checks the scope of responsibilities of self and others. Monitors day-to-day performance and takes corrective action when needed to ensure desired performance is achieved. Identifies problems and acts to prevent and solve them. Identifies who can provide support and procures their input.
- ANALYTICAL THINKING – Gathers and links data. Breaks down tasks and problems into manageable components. Reviews for nonconformity and gathers further information in response to routine problems. Solicits guidance as needed to assess importance and urgency.
- INFORMATION SEEKING – Gathers and analyzes information or data on current and future trends of best practice. Uses appropriate tools, techniques and sources to gather, update and monitor information. Checks for accuracy of interpretation. Seeks out the appropriate people for guidance when needed, depending on the type of issue.
- INFORMATION SYSTEMS KNOWLEDGE – Possesses a basic understanding of the strategy, structures, processes and procedures of the enterprise in its relationship with the business and its activities. Troubleshoots in response to requests for technical support. Identifies problems and needs. Escalates problems to appropriate technical experts.
- PROBLEM SOLVING – Asks questions and looks for data that helps to identify and differentiate the symptoms and root causes of everyday, defined problems. Suggests remedies that meet the needs of the situation and those directly affected. Escalates issues appropriately.

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- STRATEGIC THINKING – Recognizes and acts upon future opportunities. Resolves day-to-day issues related to strategy implementation. Escalates issues that impact the customer and/or strategic initiatives. Contributes to the testing of hypotheses.
- TEAMWORK – Understands own role and responsibility within team. Participates willingly by supporting team decisions, assisting other team members and doing his/her share of the work to meet goals and deadlines. Shares all relevant and useful information.

Other competencies as required for successful performance in the lower-level series.

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
March 2023