

## Staff Information Systems Analyst (Specialist)

### *Essential Task Rating Results*

1	Identify and/or research system design problems, including its cause and effect, to ensure any problems in the Information Technology (IT) environment are effectively addressed.
2	Identify system solution requirements to aid in the design of system development.
3	Analyze systems design by employing requirement methodology techniques to effectively address the operation of the system.
4	Resolve system problems by providing technical assistance.
5	Define alternative solutions to current Information Technology (IT) environment issues to maintain, repair or enhance processes.
6	Prioritize problem resolutions to ensure system requirements are met.
7	Obtain consensus of users and others involved in the development of Information Technology (IT) solutions.
8	Adhere to systems development standards and methodologies to ensure compliance with the Information Technology (IT) environment.
9	Conduct systems analysis of business processes, including evaluation of current and/or proposed information and business process flows to meet business needs.
10	Work with users to identify problems and define business requirements to implement improvements.
11	Coordinate with end-users, management, and staff on project issues and status(es).
12	Obtain approvals from end-users, management, and staff for system design and/or changes.
13	Identify process changes that result in more efficient system usage.
14	Provide technical and descriptive documentation for system requirement specifications.
15	Specify the processes to be performed by the application to ensure the accuracy of the data.
16	Coordinate Information Technology (IT) projects that impact various areas of responsibility
17	Provide hands-on training to users on systems functionality.
18	Provide technical support (troubleshoot) to resolve IT issues (e.g., hardware, software, network).
19	Disseminate information regarding IT related issues to the appropriate area of responsibility (e.g., network, database, web, department-wide broadcast).
20	Explain technical procedures to all levels of users.
21	Develop work plan for new and existing system changes.

22	Review output files and error logs to assess application or system problems.
23	Document test plans, testing procedures, and/or test results to demonstrate system meets standards and/or requirements.
24	Create test scenarios (e.g., methodologies, test scripts) to ensure requirements are met.
25	Conduct testing (e.g., system, regression, user acceptance, performance) to ensure system performs per requirements.
26	Make decisions under constraints and limited information (such as responding to requests for services, determining service delivery dates, or committing to project timelines).
27	Identify problems or issues that impact the progress of work projects or assignments (such as time constraints, resource limitations, scheduling conflicts).
28	Analyze and evaluate problems or issues related to the progress and completion of work projects or assignments to determine impact, assess alternatives for resolution, and/or formulate action plans.
29	Prioritize the handling of problems or issues related to the progress of work projects or assignments to determine the best course of action for mitigating the impact of issues and/or problems.
30	Identify appropriate alternatives to resolve problems or issues related to the completion of work projects (such as modifying schedules, adjusting deliverable dates, altering resources allocations) to ensure timely resolution and minimize impact.
31	Implement specific actions to resolve problems impacting the progress of work projects or assignments (such as modifying schedules, adjusting deliverable dates, altering resource allocations) in a timely matter.
32	Respond, verbally and in writing, to requests (e.g., from departmental and program personnel outside agency personnel, contractors, businesses, the public) for program information regarding a variety of program-specific procedures and criteria.
33	Develop procedures or methodologies outlining the steps to follow to complete projects or assignments (e.g., developing project implementation timelines, action plans, or work unit procedures).
34	Implement procedures or methodologies for the completion of projects or on-going program functions to provide for efficient work.
35	Resolve conflicting priority requests from various programs or customers to meet needs.
36	Apply departmental policies and guidelines when completing work tasks and monitoring program activities.
37	Provide input to management regarding the amount of time spent and resources required to complete projects and work assignments.

38	Apprise management of the status and progress of work unit operations, programs, and projects (e.g., the status of on-going program activities and operations, issues affecting the delivery of products and services, issues potentially impacting the completion of work assignments).
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