

## Senior Information Systems Analyst (Supervisor)

### *Knowledge, Skill, Ability, and Personal Characteristic Statements Rating Results*

1	Knowledge of security analysis and design for data access to ensure the security of the organizational environment.
2	Knowledge of methodologies for Information Technology (IT) analysis to evaluate a current or proposed system.
3	Knowledge of system design methodologies to develop and/or maintain a system.
4	Knowledge of data access methods for client server applications and internet/intranet to assess security and overall functionality in the system.
5	Knowledge of data access security policies, procedures, rules, and regulations to comply with departmental security policies.
6	Knowledge of basic backup and recovery techniques.
7	Knowledge of software application deployment methods.
8	Knowledge of software version control methods.
9	Knowledge of various operating systems for computing components (e.g., handheld units, servers).
10	Knowledge of hardware components of a personal client/server computer.
11	Knowledge of operating systems, applications, networking components and their interrelationships.
12	Knowledge of personal computer troubleshooting techniques.
13	Knowledge of client/server troubleshooting techniques.
14	Knowledge of methods and practices for troubleshooting, recovering, adjusting, modifying, and improving IT systems.
15	Knowledge of System Development Life Cycle (SDLC).
16	Knowledge of basic principles of Information Technology (IT), current trends, methods, and practices.
17	Knowledge of Information Technology (IT) testing concepts, methodologies, and techniques.
18	Knowledge of word processing software (e.g., Word, Word Perfect).
19	Knowledge of spreadsheet software (e.g., Excel, Lotus).
20	Knowledge of presentation software (e.g., PowerPoint).
21	Knowledge of database software (e.g., Access, FoxPro).
22	Knowledge of electronic messaging software (e.g., Outlook, Instant Messaging, GroupWise).
23	Knowledge of various software applications (e.g., Adobe Acrobat, Visio, Microsoft Project).

24	Knowledge of the department's information security rules and regulations.
25	Knowledge of cost/benefit analysis to make informed recommendations for solutions to technology issues.
26	Knowledge of quality assurance and quality control methodologies.
27	Knowledge of customer service and customer support practices in an Information Technology (IT) environment.
28	Knowledge of basic personal computer components (e.g., applications, software, and various operating systems).
29	Knowledge of general computer architecture (e.g., CPU, memory allocation, peripheral devices, I/O).
30	Knowledge of network operating systems.
31	Knowledge of IT procurement processes.
32	Knowledge of basic arithmetic (i.e., addition, subtraction, multiplication, division, decimals, percentages, and fractions) to calculate numerical data.
33	Ability to interpret and analyze numerical data accurately.
34	Skill to determine the accuracy of various mathematical calculations.
35	Skill to identify problems, including cause and effect, to ensure problems are properly addressed.
36	Skill to identify solutions to various Information Technology (IT) related issues.
37	Skill to analyze and evaluate data and information to formulate conclusions and course of action.
38	Skill to conduct system analysis to improve performance.
39	Skill to develop work flow diagrams.
40	Skill to evaluate technical proposals for Information Technology (IT) solutions.
41	Skill to specify processes to be performed by an application.
42	Skill to create flow charts for business processes.
43	Skill to analyze requirements (e.g., business, functional, system) to identify and eliminate ambiguity.
44	Skill to analyze requirements in creating test cases.
45	Skill to identify system design issues and/or problems in an Information Technology (IT) environment.
46	Skill to identify system requirements.
47	Skill to assess system performance.
48	Skill to provide technical assistance to individuals to resolve issues and/or problems.
49	Ability to troubleshoot and respond to general IT service requests (Level/Tier 1).

50	Ability to troubleshoot and respond to complex/escalated Information Technology (IT) service requests (Level/Tier 2 and above).
51	Ability to manage IT related contracts.
52	Ability to conduct IT related procurement activities.
53	Knowledge of problem-solving techniques and processes.
54	Ability to develop innovative solutions and strategies.
55	Ability to integrate new information with existing knowledge to formulate conclusions.
56	Skill to use logic and reasoning to identify the strengths and weaknesses of alternative solutions.
57	Ability to analyze and evaluate situations to determine appropriate courses of action.
58	Ability to adapt to changes in priorities, work assignments, and other interactions.
59	Ability to prioritize work assignments and/or problem solutions to ensure completion within established timeframes.
60	Ability to work on multiple projects and/or assignments simultaneously.
61	Ability to work independently on projects or assignments without close supervision or detailed instructions to achieve intended results.
62	Ability to perform job tasks during stressful working conditions (e.g., deadlines, multiple assignments).
63	Ability to adhere to policies and procedures.
64	Skill to identify problems related to work unit operations or work assignments to determine cause and potential impact.
65	Skill to manage a project ensuring that the end-product or service is delivered on schedule and within scope and established budget.
66	Skill to identify the work activities and organize a team or task force to complete a project.
67	Skill to ensure assignments and activities of a team or task force are completed within established timelines.
68	Knowledge of project management methodologies (e.g. Project Management Body of Knowledge (PMBOK), OCIO, CA-Project Management Methodology (PMM)).
69	Ability to recognize potential conflicts/problems in the work environment and know where to direct concerns.
70	Skill to provide technical expertise in the completion of job tasks.
71	Ability to work cooperatively and productively as a member of a team to achieve a common goal.
72	Skill to interact tactfully and diplomatically with a variety of audiences, including frustrated, angry, or otherwise emotional individuals.

73	Ability to establish and maintain effective working relationships with others.
74	Skill to interact with and relate effectively to individuals at all levels of an organization.
75	Skill to listen to others to facilitate an open exchange of ideas and provide for effective communication.
76	Skill to provide effective customer service using technical support standards, protocols, and procedures.
77	Skill to collaborate with others on project issues and status.
78	Skill to work with others to identify problems and seek improvements in Information Technology (IT) and other work processes.
79	Skill to train others on IT related concepts.
80	Skill to make presentations using multimedia technology.
81	Skill to present information to a variety of audiences.
82	Skill to orally communicate information effectively and accurately.
83	Skill to conduct meetings (e.g., information gathering sessions, status meetings) with various audiences.
84	Skill to provide technical and descriptive documentation.
85	Ability to prepare and write documents (e.g., Feasibility Study Reports (FSR), Request for Proposals (RFP), Statements of Work (SOW), work plans, test plans).
86	Knowledge of proper spelling, grammar, punctuation, and sentence structure.
87	Skill to read and interpret charts, diagrams, and graphs.
88	Skill to communicate effectively in writing in a courteous, professional manner.
89	Skill to prepare clear and concise written instructions to audiences with varying levels of understanding.
90	Skill to read and comprehend written materials (e.g., references, memos, letters) to apply information and determine an appropriate course of action.
91	Skill to read and comprehend complex or technical information to interpret or explain it to others.
92	Skill to develop training materials.
93	Knowledge of the progressive disciplinary process.
94	Knowledge of supervisory principles, practices, and techniques to plan, oversee, and direct the work activities of staff.
95	Knowledge of equal employment opportunity principles, regulations, and objectives to support equal employment opportunity policies and goals.
96	Ability to apply appropriate managerial techniques tailored to staff needs and circumstances to ensure effective supervision.
97	Knowledge of team-building principles and techniques.

98	Knowledge of leadership practices and motivational techniques to maintain a productive work environment.
99	Ability to delegate work assignments at the appropriate level of responsibility.
100	Ability to monitor the work of staff to ensure that it meets quality, quantity, and timeliness standards.
101	Knowledge of management resources (e.g., personnel, contracts, and procurement available to make decisions.
102	Ability to assess and identify staff training needs.
103	Ability to lead and motivate staff to maximize productivity and accomplish objectives.
104	Ability to apply and model the principles of completed staff work.
105	Knowledge of collective bargaining agreements.