

JOB DESCRIPTION

FOR DER USE ONLY

Vacancy No.

City Service
Commission:
Fire & Police
Commission:

Finance
Committee:
Common
Council:

Instructions: Complete all sections. Refer to the *Guidelines for Preparing Job Descriptions* for instructions on completing specific items.

1. Date Prepared/ Revised: 9/21/21		2. Present Incumbent:		Is incumbent underfilling position?	
3. Date Filled:		4. Previous Incumbent: Beth Newton		YES ☐ NO ☒ If YES, indicate Underfill Title in box 10.	
5. Department: Fire Department		Bureau: Support Division: Technical Services		Unit: Section:	
6. Work Location: 2333 N. 49 th St.		Telephone: 286-8993 Email:		Work Schedule: Hours: 7:30 am-4:00 pm / Days: M-F	
7. Represented by a Union? ☐ Yes ☒ No		8. Bargaining Unit: Management, General City If in District Council 48, which local?		9. FLSA Status (check one): ☒ Exempt ☐ Non-Exempt	
10.	Official Title: Systems Analyst – Assistant			Pay Range	Job Code
				2EX	4373
	Underfill Title (if applicable):				
	Requested Title (if applicable):				
Recommended Title (DER Use Only):				Approved by: Date:	

11. BASIC FUNCTION OF POSITION:

Primary duties are responsibility for the daily management of TeleStaff, the department's field-staffing software, providing system maintenance and support, and working with IT Staff, vendors, and end users. Also acts as a resource to the Systems Analyst – Senior.

12. DESCRIPTION OF JOB (Check if description applies to **Official Title** ☒ or **Underfill Title** ☐):

A. ESSENTIAL FUNCTIONS/Duties and Responsibilities: (Refer to the "Guidelines for Preparing Job Descriptions" for instructions on determining Essential Functions.)

% of Time	ESSENTIAL FUNCTION
40	Manages and maintains the data related to transfers, promotions, new hires, re-certifications and all other personnel changes in TeleStaff, including maintenance of the field staffing calendars.
20	Builds and administers TeleStaff configuration based on staffing rules, and type and degree of automation set up in the task manager. Identifies, documents, and presents new TeleStaff software capabilities to management. Prepares data for exports as required for special reports and payroll. Works in tandem with the records management system and XCAD as to what data is shared between programs, documenting the shared processes.
20	Provides documentation, training, and staffing assistance to all department personnel in relation to TeleStaff, including the paid-off/vacation/holiday auctions module, FLSA extraction, and specialized training for the community paramedics and the Tactical Emergency Medical Services Team.
10	Assists with answering and resolving help desk calls relating to email, community risk reduction tablets, and records management issues.
5	Evaluates and tests new software releases, determines applicability to department needs, and upgrades servers and clients as needed. Documents software issues with vendors. Investigates and evaluates vendors providing staffing solutions.

B. PERIPHERAL DUTIES:

% of Time	PERIPHERAL DUTY
5	Cross-trains and maintains proficiency in the duties of the Systems Analyst – Assistant (Records Management System), and assumes duties when necessary.

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

C. NAME AND TITLE OF IMMEDIATE SUPERVISOR:

Danielle Obmann, Fire Information Systems Manager

D. SUPERVISION RECEIVED: (Describe the extent to which work assignments and methods are outlined, reviewed, and approved by this position's supervisor.)

Majority of duties performed independently; receives some direction from Systems Analyst – Senior.

E. SUPERVISION EXERCISED:

Total number of employees for whom responsible, either directly or indirectly = 0.

Direct Supervision: List the number and titles of personnel directly supervised. Specify the kind and extent of supervision exercised by indicating one or more of the following:

a. Assign duties		e. Sign or approve work
b. Outline methods		f. Make hiring recommendations
c. Direct work in progress		g. Prepare performance appraisals
d. Check or inspect completed work		h. Take disciplinary action or effectively recommend such
Number Supervised	Job Title	Extent of Supervision Exercised (Select those that apply from list above, a - h)

F. MINIMUM QUALIFICATIONS REQUIRED: (Indicate the MINIMUM qualifications required to enter the job.)

i. Education and Experience:

Requires a Bachelor's degree in Information Systems Management, Computer Science, Business Administration, or closely related field, along with two years of experience in systems analysis, application support, and project management. An Associate Degree, along with four years of strongly-related experience in enterprise systems support, or equivalent combination of education and work experience, may be considered. Must have experience with relational databases and Microsoft operating systems, including MS Office. Experience providing IT Help Desk Support desired.

ii. Knowledge, Skills and Abilities:

Requires the ability to learn quickly and accurately. Must be able to take initiative while performing tasks. Requires the ability to function at an advanced level with respect to the difficulty and complexity of supporting Enterprise systems. Must be able to identify, troubleshoot, and resolve hardware/software issues, and report issues in detail to vendors, requiring the frequent exercise of independent judgment. Must be proficient in data import and export, scripting, and basic network troubleshooting.

Must be flexible and creative. The ability to effectively communicate and work cooperatively with a diverse group of co-workers within the division and throughout the department is required. Must have the ability to train other employees with varying degrees of computer background experience.

iii. Certifications, Licenses, Registrations:

Computer software certifications in any application are desirable.

iv. Other Requirements:

13. PHYSICAL AND ENVIRONMENTAL DEMANDS: TOOLS AND EQUIPMENT USED

The Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008 requires job descriptions to provide detailed information regarding the physical demands required to perform the essential functions of a job; the conditions under which the job is performed; and the tools and equipment the employee will be required to use on the job. Reasonable accommodations may be made to enable qualified individuals to perform the essential duties and responsibilities of the job for each of the categories listed below.

- G. PHYSICAL ACTIVITY OF THE POSITION:** (List the physical activities that are representative of those that must be met to successfully perform the essential functions of the job).

CHECK ALL THAT APPLY:

☐	Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles, and the like; using feet and legs and/or hands and arms. Body agility is emphasized. Check only if the amount and kind of climbing required exceeds that required for ordinary locomotion.
☐	Balancing: Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces. Check only if the amount and kind of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
☐	Stooping: Bending body downward and forward by bending spine at the waist. Check only if it occurs to a considerable degree and requires full use of the lower extremities and back muscles.
☐	Kneeling: Bending legs at knee to come to a rest on knee or knees.
☐	Crouching: Bending the body downward and forward by bending leg and spine.
☐	Crawling: Moving about on hands and knees or hands and feet.
☐	Reaching: Extending Hand(s) and arm(s) in any direction.
☐	Standing: Particularly for sustained periods of time.
☐	Walking: Moving about on foot to accomplish tasks, particularly for long distances.
☐	Pushing: Using upper extremities to exert force in order to draw, press against something with steady force in order to thrust forward, downward or outward.
☐	Pulling: Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
☐	Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Check only if it occurs to a considerable degree and requires substantial use of the upper extremities and back muscles.
☒	Fingering: Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm, as in handling.
☐	Grasping: Applying pressure to an object with fingers and palm.
☐	Feeling: Perceiving attributes of objects such as size, shape, temperature or texture by touching with the skin, particularly that of the fingertips.
☒	Talking: Expressing or exchanging ideas by means of the spoken word. Those activities which demand detailed or important instructions spoken to other workers accurately, loudly or quickly.
☒	Hearing: Perceiving the nature of sounds with no less than a 40 db loss. Ability to receive oral communication and make fine discriminations in sound.
☒	Repetitive Motions: Substantial movements (motions) of the wrist, hands, and/or fingers.
☐	Driving: Minimum standards required by State Law (including license).

- H. PHYSICAL REQUIREMENTS OF THE POSITION:** (List the physical requirements that are essential functions of the job.)

CHECK ONE:

☒	Sedentary Work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.
☐	Light Work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for Light Work.
☐	Medium Work: Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
☐	Heavy Work: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
☐	Very Heavy Work: Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

- I. VISUAL ACUITY REQUIREMENTS:** (List the visual acuity requirements that are essential functions of the job.)

CHECK ONE:

☒	Operators (Electronic Equipment), Inspection, Close Assembly, Clerical, Administrative: This is a minimum standard for use with those whose job requires work done at close visual range (i.e. preparing and analyzing data and figures, accounting, transcription, computer terminal, extensive reading, visual inspection involving small parts, operation of machines, using measurement devices, assembly or fabrication of parts).
☐	Machine Operators, Mechanics, Skilled Tradespeople: This is a minimum standard for use with those whose work deals with machines where the seeing job is at or within arm's reach. This also includes mechanics and skilled tradespeople and those who do work of a non-repetitive nature such as carpenters, technicians, service people, plumbers, painters, mechanics, etc. (If the machine operator also inspects, check the "Operators" box.)

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

☐	Mobile Equipment Operators: This is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high lift equipment.
☐	Other: This is a minimum standard based on the criteria of accuracy and neatness of work for janitors, sweepers, etc.

J. THE CONDITIONS THE WORKER WILL BE SUBJECT TO IN THIS POSITION:

List the environmental/working conditions to which the employee may be exposed while performing the essential functions of the job. Include scheduling considerations such as on-call for emergencies, rotating shift, etc. **Approximate Percentage of time performing field work: 0%**

CHECK ALL THAT APPLY:

☒	None: The worker is not substantially exposed to adverse environmental conditions (such as typical office or administrative work).
☐	The worker is subject to inside environmental conditions: Protection from weather conditions but not necessarily from temperature changes (i.e. warehouses, covered loading docks, garages, etc.)
☐	The worker is subject to outside environmental conditions: No effective protection from weather.
☐	The worker is subject to extreme cold: Temperatures below 32 degrees for period of more than one hour.
☐	The worker is subject to extreme heat: Temperatures above 100 degrees for periods of more than one hour.
☐	The worker is subject to noise: There is sufficient noise to cause the worker to shout in order to be heard above the surrounding noise level.
☐	The worker is subject to vibration: Exposure to oscillating movements of the extremities or whole body.
☐	The worker is subject to hazards: Includes a variety of physical conditions, such as proximity to moving mechanical parts, electrical current, working on scaffolding and high places or exposure to chemicals.
☐	The worker is subject to atmospheric conditions: One or more of the following conditions that affect the respiratory system or the skin: Fumes, odors, dust, mists, gases or poor ventilation.
☐	The worker is subject to oil: There is air and/or skin exposure to oils and other cutting fluids.
☐	The worker is required to wear a respirator.

K. MACHINE, TOOLS, EQUIPMENT, ELECTRONIC DEVICES, SOFTWARE, ETC. USED BY POSITION:

List equipment needed to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.)

CHECK ALL THAT APPLY:

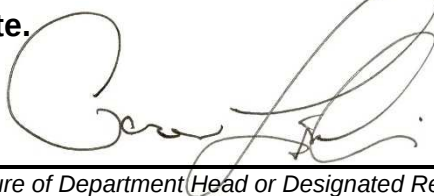
☐	Camera and photographic equipment	☒	Office Equipment (desk, chair, telephone, etc.)
☐	Cleaning supplies	☒	Office supplies (pens, staplers, pencils, etc.)
☐	Commercial vehicle	☐	Packing materials (boxes, shrink wrap, etc.)
☐	Data processing equipment	☒	PC equipment (monitor, keyboard, printer, etc.)
☐	Handcart	☒	PC software
☐	Hand tools (please list):		
☒	Office Machines (check all that apply):	☒	Copier
		☒	Facsimile
		☒	Calculator
		☐	Cash register
☐	Other (please list):		

L. SUPPLEMENTARY INFORMATION: (Indicate any other information which further explains the importance, difficulty, or uniqueness of the position, such as its scope of responsibility related to finances, equipment, people, information, etc. Also indicate success factors such a personal characteristics that contribute to an individual's ability to perform well in the job, and any other special considerations.)

This position supports over 800+ users and 150 software clients.

This position's duties are required to be performed at the office of its assigned bureau/division, unless approved to work elsewhere by the Chief.

M. I believe that the statements made above in describing this job are complete and accurate.



Signature of Department Head or Designated Representative