

FRESNO COUNTY SUPERINTENDENT OF SCHOOLS

CLASSIFIED POSITION¹

JCN: 451
RANGE: 165
EXEMPT

SYSTEMS ANALYST

BASIC FUNCTION:

Under the direction of the Senior Director, Application Development and Support or assigned supervisor, perform a variety of specialized duties including project planning, task prioritization, and system analysis; perform system review audits for projects and enhancements related to variety of web/system applications as assigned; meet with business partners, systems owners, and end users to define functional and technical requirements for software solutions; lead project teams in developing and managing the project management plan within the constraints established and approved by the project sponsor.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

- Build and maintain strong relationships with key partners, school districts, County Office of Educations (COEs), vendors, clients/users, and project team members.
- Collaborate, with assigned team, ensuring reliability, productivity, and execution of projects.
- Communicate project expectations, provide regular updates to project team members and partners, and deliver ongoing status reports to all involved parties for the purpose of documenting activities, issues, and implementation progress.
- Communicate, coordinate, and collaborate with project teams, clients/users, management, contractors, and external agencies to exchange information, coordinate activities, respond to inquiries, resolve issues and concerns, and review contract discrepancies.
- Convey vision and goals at the beginning of every release and Sprint.
- Create and maintain the product backlog based on business partners' and customers' needs and requirements.
- Develop, maintain, and manage application systems, analysis-specific processes and documentation; identify the advantages and disadvantages of various software application features.
- Inspect the product progress at the end of every Sprint and ensure that the team develops a product that meets business partners' expectations.
- Lead and coordinate business/technical teams to establish and execute project plans, design, develop, industrialize, and commercialize new products.
- Lead project team(s) in developing and managing the project management plan within the constraints established and approved by the project sponsor.
- Manage arbitrations by providing project reviews and reports to project sponsor, steering committee(s) and other business partners.
- Meet with business partners, systems owners, and end users to define functional and technical requirements for software solutions.
- Participate in product reviews during the development process to enforce organization product standards for all products related to user interface, product styles, and graphical standards.
- Participate in the daily scrums, Sprint planning meetings, Sprint reviews, and retrospectives.
- Perform market research, monitor competitive activity, and identify customer needs.
- Prioritize and sequence the backlog according to business value.
- Responsible for meeting the scope, schedule, resource and budget commitments reflected in the project management plan.
- Responsible for planning and execution of activities required to meet project goals within the project budget and schedule constraints, always focusing on value for customers and

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business goals; manage project scope, budget, schedule, product cost, risks, resources (competencies), quality and communication.

- Use principles of application systems development to analyze, test, implement, maintain and document Information Technology (IT) projects.
- Attend and participate in a variety of assigned meetings, committees, conferences, in-services and/or special events.
- Comply with schedules, policies, regulations, procedures, orders and directives of the County Superintendent.
- Exhibit professionally appropriate interpersonal skills including but not limited to tact, patience, flexibility and courtesy.
- Maintain a safe work environment.
- Operate a variety of office equipment, including but not limited to a computer and assigned software applications.
- Serve as a liaison between County Superintendent and administrators, personnel, outside organizations or the public concerning assigned area.
- Serve as a technical resource concerning assigned program, function or instructional area.
- Work collaboratively and maintain effective working relationships with others in the course of work in assigned area.

OTHER DUTIES:

- Drive a vehicle to conduct work, using own transportation.
- Perform related duties as assigned.
- Travel may be required in and outside of California.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Database (DB), Relational database management system (RDBMS), Structured Query Language (SQL) and stored procedures; database schemas and querying tools.
- Microsoft Office applications including, but not limited to, Word, Excel, Outlook, Visio, and Access.
- Software development and quality assurance methodologies, tools and processes.
- Software development life cycle (SDLC).
- Software Quality Assurance; software testing types, strategies and approaches.
- Systems functional analysis; Systems requirements documentation.
- Test management tools.
- Proper English usage, grammar, spelling, punctuation and vocabulary in all forms of communication.
- State Education Code, local, state and federal laws, codes, regulations and requirements and county office organization, operations, policies and objectives as related to assigned activities and/or instructional area.
- Theoretical and technical aspects of field of specialty.

ABILITY TO:

- Conduct root cause analysis to identify and resolve complex technological issues.
- Effectively manage business partners and how to set and manage expectations.
- Explain complex, technical information to technical and non-technical contacts.
- Investigate and troubleshoot problems.
- Lead a team through effective delegation, training, conflict management and motivation.
- Maintain records related to work performed.

- Meets schedules and timelines.
- Organize and prioritize workload in order to meet necessary deadlines.
- Perform variety of functions to ensure deliverables are validated with quality consideration.
- Stay up to date on latest technology trends and best practices.
- Track multiple test efforts simultaneously and synthesize the results in fast paced environment.
- Work creatively and analytically in a problem-solving environment.
- Work with cross-functional team of internal and external resources located onshore and offshore.
- Analyze and evaluate situations accurately and adopt an effective course of action.
- Communicate effectively both orally and in writing.
- Drive a vehicle to conduct work.
- Interpret, apply, and explain rules, regulations, policies and procedures.
- Maintain consistent, reasonably regular, punctual attendance consistent with federal, state and local standards.
- Safely and successfully perform essential job functions consistent with federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Work confidentially and with discretion.
- Work independently with minimal direction and collaborate in a team-oriented environment.

EDUCATION AND EXPERIENCE:

EDUCATION:

- High School Diploma, General Education Degree (GED) or State High School Proficiency certificate.
- Bachelor's Degree in Computer Science or related field preferred.

EXPERIENCE:

- Three years experience working with software solutions.
- One year of experience in project management, with a focus on an Enterprise Resource Planning System (ERP) preferred.

LICENSURE AND OTHER REQUIREMENTS:

- Certifications in Project Management Professional (PMP) and Agile Scrum Master preferred.
- Valid California driver's license; when driving for work, maintain automobile liability insurance in accordance with California Insurance Code section 11580.1 or maintain other statutorily authorized financial responsibility.
- Enrollment in the California Department of Motor Vehicles Government Employer Pull Notice Program at time of hire and throughout employment with County Superintendent.

WORKING CONDITIONS:

ENVIRONMENT:

- Drive a vehicle to conduct work, using own transportation.
- Office and/or school facility environment.
- Regular interruptions.
- Small and large group meetings.

PHYSICAL DEMANDS:

- Bending at the waist, kneeling or crouching; climb or balance.

- Eyesight corrected or uncorrected sufficient to read a variety of materials including but not limited to fine print.
- Hearing with or without use of hearing aid(s) sufficient to hear any conversation with others; understandable voice and speech patterns.
- Manual dexterity and coordination sufficient to operate office and/or classroom equipment.
- Sitting, standing and/or walking for extended periods of time.
- Use hands to handle and/or feel; reach with hands and arms.
- Must frequently lift, push, pull or carry up to ten (10) pounds and occasionally lift and/or move up to twenty-five (25) pounds.

The physical demands and working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this position, subject to reasonable accommodation.

This position description may not be an exhaustive list of all duties, knowledge, or abilities associated with this classification; however, it is intended to accurately reflect the principle job elements. Related duties, knowledge, or abilities to those expressly stated may also be required for successful performance of the position.

APPROVED:

Effective: 10/01/2017

Revised: 10/01/2024