



Classification Title	IT Analyst Lead	Code	636200
Department	Information Technology – Finance	FLSA	Exempt
Pay Range	Professional 17	Represented	No

GENERAL SUMMARY

The IT Analyst, Lead works in the capacity of a lead systems analyst, implementor, configuration and integration specialist, and systems support resource, on one or more departmental or enterprise system areas. This position will lead functional implementation of new systems or new modules.

The IT Analyst, Lead is part of a team that ensures that project objectives and client expectations are met, and identifies opportunities to improve processes, drive efficiencies, identify IT value, and improve data quality. This position facilitates and coordinates actions between business and technical teams and participates in the end-to-end lifecycle of a technology solution following waterfall and agile methodologies. This position is expected to develop comprehensive subject expertise in systems implementation, system functional areas and supporting technologies.

The IT Analyst, Lead responsibilities may include any or all the essential functions listed below.

SERIES CONCEPT

The IT Analyst, Lead is the third classification level in the series. This classification is distinguished from other IT Analyst 2 classification by the assignment of lead responsibilities of over lower level IT Analysts, and the complexity and impact of assigned systems and projects. The position requires advanced and broad technical analysis and communication skills.

ESSENTIAL FUNCTIONS & PRIMARY RESPONSIBILITIES

Essential functions are the basic job duties that an employee must be able to perform, with or without reasonable accommodation. This list of essential functions is intended to be representative of the duties performed within this classification. The omission of a function does not preclude management from assigning essential duties not listed if such duties relate to the position.

- Perform lead level professional functions in application analysis, implementation and modification of County systems. Implement, configure, maintain, enhance and support these systems.
- Assess current practices and prior implementations and provide relative advantages and disadvantages for recommended solutions and technology/processes.
- Contribute to cross-divisional teams in large IT projects.
- Project subject matter expertise in implementation of commercial (COTS and SaaS) systems and build expertise among colleagues in the Information Technology Division.
- Function as liaison between business units and technology services. Work with business customers to define system requirements and translate them into plans and specifications.
- Lead the work with technologists, engineers and analysts to research and determine technical solutions to department and enterprise applications; review and assess 3rd party software solutions and conduct fit/gap analysis; design and plan application implementation including business process change; conduct configuration, integration, and data migration; and perform the implementation of



the application.

- Review application designs including system configuration and database architectures according to IT standards and customer business needs.
- Perform enterprise-level database design and perform integration and construction planning. Design, document, build and test any required database migration.
- Lead the work with IT peers to determine application infrastructure requirements.
- Determine information security requirements and required system design components.
- Perform programming or advanced scripting for system integrations.
- Participate in the testing process through system testing, acceptance testing, and execution of automated tests.
- Provide employee training and support county staff on the productive use of applications, assess training needs and prepare training content.
- Develop system technical and user documentation.
- Trouble-shoot problems and recommend solutions.
- Write feasibility studies, project briefs, lifecycle cost analysis, test plans, progress reports, proposals, and user manuals for new business processes and other related system documentation.
- Participate in complex RFP solution teams including working with external professional services to supplement resources and expertise.
- Provide project leadership and management for both internal and external application projects. Serve as project manager for major systems analysis projects and smaller system implementation projects.
- Prepare detailed project plans and schedules including risk identification to ensure the successful integration of new systems and applications.
- Utilize "Best Practices" and tools for project execution and management. Maintain system integrity by coordinating change management processes and assisting with facilitating complex system changes.
- Provide work estimates and identify risk factors to project manager.
- Monitor and report status of project activities and resources to mitigate risk and assess business value achievement.
- Follow risk management and issue management practices.
- Prepare and conduct presentations and/or briefings on all aspects of the assigned project to project stakeholders.
- Conduct 3rd party vendor management including contract development, oversight, deliverables and negotiations.

OTHER JOB FUNCTIONS:

- Assign work to a specific work unit and ensure tasks are completed correctly and timely.
- May approve leave requests and work schedules.
- Provide input on performance evaluations.
- Perform other job functions as assigned.

MINIMUM QUALIFICATIONS

Education and Experience

- Bachelor's degree in information technology, computer sciences, business/public administration or related field; and,
- Six years of information technology or business analysis experience; and,
- Two years of experience in a project lead role is required.



- Positions in specific program areas may require program-related experience.
- Additional education or experience which clearly indicates the ability to perform the essential functions of the position may substitute equally on a year of year basis for the recruiting requirements.

Licenses or Certifications

- A valid Washington State driver's license or the ability to otherwise meet the travel requirements of the position is required.

OTHER JOB REQUIREMENTS

- Ability to successfully complete a Pierce County background investigation. Fingerprint and in-depth criminal history check will be required.
- Must meet travel requirements and authorize and complete a background check prior to employment.
- Work a flexible schedule, which may include evenings, weekends, and holidays.
- May be subject to responding to emergency situations on a twenty-four-hour basis.

PREFERRED QUALIFICATIONS

- Experience in programming or system integration work is preferred.

SUPERVISION

An employee in this class works under the general supervision of an IT supervisor or manager, who observes work through assignments and projects to evaluate results achieved. This position may serve as a lead worker to other employees but does not supervise.

COMPETENCIES

Knowledge of:

- Common IT business analysis practices, documents, and diagrams.
- System analysis, procedure/process analysis and problem resolution by working with multiple stakeholders in a problem-solving environment.
- Advanced knowledge of business operations, strategic information requirements, and priorities of customers business.
- Training techniques.
- Principles and practices of effective supervision.
- Current County systems.
- Testing methodologies.
- Project Management principals.
- LEAN Methodologies.

Skill in:



- Use of independent judgment and effective decision-making in the application of a wide variety of laws, policies and procedures and in effective problem-solving.
- Implementing, configuring and testing enterprise applications.
- Identifying business workflow and system requirements.
- Troubleshooting and investigating software problems and providing solutions.
- Effective project planning and management.
- Working with a variety of individuals from diverse backgrounds.

Ability to:

- Translate business needs into information technology solutions.
- Define, track and assure responsiveness to clients' information service problems.
- Learn and troubleshoot enterprise and complex software applications.
- Create/maintain training materials.
- Manage multiple competing priorities in a fast-paced environment. Effectively coordinate, perform and complete multiple duties and assignments concurrently and in a timely manner.
- Work independently and as part of a team. Balance team and individual responsibilities.
- Work effectively, productively and collaboratively with others in a team-based environment.
- Communicate effectively verbally and in writing.
- Facilitate discussions and gain consensus among various project stakeholders such as analysts, engineers, vendors and clients.
- Understand and follow written and verbal instructions.
- Evaluate, monitor, and ensure compliance with laws, regulations, policies, and standards.
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite.
- Perform the physical requirements of the position; work within the established working conditions of the position.

WORKING ENVIRONMENT/CONDITIONS

The work environment and exposures described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Exposures	Frequency Working in Designated Environment
Individuals who are hostile or irate	Seldom or Never
Extreme cold (<i>below 32 degrees</i>)	Seldom or Never
Extreme heat (<i>above 100 degrees</i>)	Seldom or Never
Communicable diseases	Seldom or Never
Moving mechanical parts	Seldom or Never
Fumes or airborne/blood borne	Seldom or Never
Toxic or caustic chemicals or substances	Seldom or Never



Loud noises (85+ decibels such as heavy trucks, construction)	Seldom or Never
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PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical activities required are finger dexterity necessary to operate equipment used in the position, talking, seeing and hearing. Moving throughout an office environment, sitting, bending/stooping, pushing/pulling and minimal unassisted lifting up to 20 lbs. associated with the job duties is required.