

CITY OF MERCED

Employment Opportunity for

SOFTWARE ANALYST I/II/III (WEB ANALYST)

SALARY: \$4,197.26-\$6,511.20 Monthly

FINAL FILING DATE: December 10, 2013

Current and future vacancies will be filled from this eligible list for a period of one year from the date of certification by the Personnel Board. **Note: Applications must be in the Personnel Office by 5:00 p.m. on the filing deadline date or they will not be accepted for any reason. Postmarks are not acceptable.**

THE POSITION

Under general supervision, to perform a variety of application support, business process analysis and maintenance duties including specialties such as Software, GIS, Web and Database Administration (Level III only), to perform application support and maintenance, business/workflow analysis, application integration, report development, testing process, and project management. Duties may vary depending on the division to which assigned. The Software Analyst classification is focused on the maintenance of existing third-party applications and/or the development of new service delivery programs and solutions.

This recruitment is for the Software Analyst I/II/III with primary duties focused on web development and web/intranet-based software programming. The Software Analyst I/II/III performs a variety of application support, business process analysis and maintenance duties as related to web development and web-based programming. The Software Analyst classification is focused on the maintenance of existing third-party applications and/or the development of new service delivery programs and solutions.

The Software Analyst I is the entry-level class of the series. Initially under close supervision, incumbents will participate in application support and maintenance, business/workflow analysis, application integration, report development, testing processes, some project management responsibility and web development and web/intranet-based software programming. Positions in this class are flexibly/alternatively staffed. Incumbents normally advance to the II level after a minimum of 12 months, receive satisfactory performance evaluations, and meet the requirements of Software Analyst II.

The Software Analyst II is the fully qualified, professional level class of this series. Competent to perform a variety of analytical duties, positions are characterized by the presence of general guidelines from which to make decisions and the availability of supervision in non-routine circumstances. Positions at this level require experience in carrying out application development efforts and project management support at the departmental/enterprise level, have knowledge of industry standard structured life cycle development methodologies, and will focus on the maintenance of existing applications and/or the development of new service delivery programs, solutions as related to the area of assignment and must be competent to perform a variety of analytical duties as they related to web development and web/intranet-based software programming. Positions in this class are flexibly/alternatively staffed. Incumbents may only advance to the

III level after a minimum of 18 months as Software Analyst II, receive satisfactory performance evaluations, and meet the requirements of the Software Analyst III.

The Software Analyst III is the highly qualified, senior level of this series and must be competent to perform a wide range of analytical duties. This position requires an in-depth knowledge of one or more of the specialty areas especially web development and web/intranet-based software programming. Positions in this class work under general guidelines but typically receive minimal supervision when working on assignments. Assignments require experience in carrying out and managing application development projects with a focus on business process re-engineering at the departmental/enterprise level. Development experience includes playing a key role with all or parts of application development projects ranging from user analysis, developing, coding, implementation, project management and support. Analyst experience includes a focus on the analysis of business and service delivery requirements and development well-defined procedures and programs to deliver practical solutions. Judgment and initiative in making decisions in accordance with established guidelines is required.

Software Analyst I (Web Analyst I)

When assigned to Web development and web/intranet-based software programming, incumbents assist with development projects on one or more of the following platforms: Microsoft, client-server or web-enabled; communicate and work with third party vendor sales, applications, and support; workflow/business process analysis, application development, integration and monitoring; customer presentation, demonstrations, and feedback sessions; testing alpha, beta and production testing; application support, maintenance and ongoing enhancements; assist with customer training; prepare procedures, handbooks, manuals, and other training related materials; assist with the development of project proposals and yearly work program/budget; security related issues pertaining to web site operation; provide technical assistance with Internet e-mail related issues; assist in design and implementation of web-based applications and prepare and review statistical information pertaining to web sites. Incumbents must have knowledge of one or more specialty areas including Software, GIS, Web and Database; off the shelf vendor support; emerging technologies, including web-enabled (e-government) service delivery applications; desktop applications; developing end-user documentation and training materials; principles of database design, development and administration; quality assurance programs; the principles of Internet (Web) design, development, and implementation; computer programming languages such as Microsoft ASP, .NET, SQL scripting, Visual Basic, HTML, Java, C#; PC skills to include proficiency in Microsoft Office suite software; familiarity with Microsoft Sharepoint and IIS; basic security considerations pertaining to web-based applications; DNS and basic connectivity issues related to web sites and their presentation; basic e-mail as related to web site operation.

Incumbents must also have the skills to carry out multiple tasks simultaneously; analyze and develop logical solutions and alternatives to problems; prioritizing tasks based on importance to the business; working under the direction of immediate supervisor; maintaining effective working relationships with those contacted in the course of work; assisting with business process analysis, application design, development, system installation/deployment, support and maintenance; demonstrating, developing, and supporting a strong commitment to customer service; communicating clearly and concisely, both verbally and in writing; analyzing procedures and instructions, and developing logical conclusions; organizing work, establishing procedures and meeting deadlines; keeping current and maintain strong knowledge of emerging programming languages and procedures; working in a team environment or independently, as conditions require; working with word processing, database, spreadsheet, and presentation software; under supervision, assist in developing project proposals including the submission of budget items, project plans, and reasonable timelines; providing excellent customer service and support; preparing required documentation, including both program-level and user-level documentation; understanding and working with relational databases; conducting computer system and procedure analyses, making sound recommendations for new applications; troubleshooting basic connectivity issues related to web site operation; implementing basic security procedures; working with standard design and layout tools; assisting in design and implementation of web-based applications; computers, information systems, and Internet technologies; HTML and Active

Server Page programming; database connectivity with City of Merced standard databases; City of Merced standard web server. Incumbents must also have the ability to reason logically, draw valid conclusions, and make appropriate recommendations.

Software Analyst II (Web Analyst II)

In addition to the requirements for Analyst I, the incumbent must also develop functional/technical specifications identifying the features and functions of an application; installation, configuration and go-live testing; perform quality assurance over interim work products and deliverables; assume project management responsibilities including the development of project plans and timelines; coordinate with staff and the public for implementation of new features; provide for the implementation and operation of web sites and servers; Information Technology best practices; formal application development methodologies; project management methodologies; working within project costs, resources and schedules; developing project plans and reasonable timelines; carrying out and/or managing third party application systems, application design, development, deployment, support and maintenance; recommending measures to optimize systems performance and response; deploying, configuring, and maintaining web servers and related software.

Software Analyst III (Web Analyst III)

In addition to the requirements for Analyst I and Analyst II, the incumbent must also assume a key role in the execution of professional IT consulting/development projects; recommend technology solutions to clients; monitor and manage departmental customer satisfaction; perform first-line issue resolution; manage domain names and associate records; provide representation on web related issues; providing leadership skills, transferring knowledge and providing direction to other staff; preparing workflow and process diagrams and costs/benefit analysis; analyzing procedures and data, and developing logical conclusions; assuming overall responsibility for a variety of projects; managing DNS and domain related issues.

THE REQUIREMENTS

Education and Experience

Software Analyst I (Web Analyst I)

Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be an AA/AS degree from an accredited college with major course work in business information systems, computer science, geography, or a closely related field. Equivalent to one year of full-time business application support and/or development experience in web development and web/intranet-based software programming.

Software Analyst II (Web Analyst II)

Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be an AA/AS degree from an accredited college with major course work in business information systems, computer science, geography, or a closely related field. Equivalent to two (2) years of full-time, increasingly responsible applications development/maintenance experience in web development and web/intranet-based software programming.

Software Analyst III

Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be a BA/BS degree from an accredited college or university with major course work in computer science, geography, or a

closely related field. Equivalent to four (4) years of full-time, increasingly responsible experience performing a variety of duties in web development and web/intranet-based software programming.

Special Requirements

Possession of a current and valid California driver's license and have a satisfactory driving record; and is able to pass a POST level background investigation.

Additional Information

The City reserves the right to change or add to any of the above licensing requirements, job duties, or other employment requirements anytime throughout a candidate's employment when required by law, regulation or business necessity.

PHYSICAL DEMANDS

Essential functions may require maintaining physical condition necessary for sitting, standing, bending and stooping for prolonged periods of time; using various office equipment including a computer screen and keyboard; requires occasional medium lifting (up to 50 pounds).

WORK ENVIRONMENT

Assignments may include office and field environment; positions may require working evenings including weekend and holiday assignments, and traveling to and from site to site.

Smoking And Tobacco Product Use

The City of Merced declares a hiring policy, which disqualifies habitual users of tobacco products from eligibility for employment. Employees hired for positions after January 1, 2007 shall not be permitted to habitually use any tobacco products. Failure to follow this policy will lead to disciplinary action, up to and including dismissal.

THE EXAMINATION

Application Review-Qualifying Only: Those applications which meet the minimum qualifications will be submitted to an Application Screening Panel to select a number of the most qualified candidates to continue in the exam process. The panel's selection will be based upon those applications demonstrating the greatest breadth and depth of application training, experience, and education for the position.

Written Examination – Pass/Fail: A job related written examination will be administered to all candidates meeting minimum qualifications. Candidates scoring in the higher percentile will be invited to continue in the examination process. **WRITTEN EXAMINATION DATE TO BE DETERMINED.**

Oral Interview - 100%: The oral board may evaluate such dimensions as decision making, performance under pressure, flexibility, oral communication skills, and problem analysis. The oral board is conducted to evaluate a candidate's training and experience for the position. The panel will decide which candidate(s) are qualified, based on the oral interview. Candidates must score in the higher percentile bracket to qualify for the employment list. Placement on the employment list will be determined by the candidate's final score. Final selection and appointment will be made by the Department Head and City Manager from the top three candidates on the employment list. **ORAL INTERVIEW DATE TO BE DETERMINED.**

PRE-EMPLOYMENT PROCEDURES

All appointments are contingent upon the successful completion of all parts of a pre-employment check consisting of a medical examination, drug screen, background, credit check, and fingerprint check. Results of the pre-employment check or false statements of material facts may be cause for disqualification, elimination from the employment list or discharge from employment. Employment eligibility verification is required by the Immigration Reform and Control Act of 1986. If you are a U.S. citizen, this may be done with a Social Security card and a valid driver's license. You must have these items or other acceptable documents before you can be hired. All new City employees, at time of appointment, are required to sign up for automatic deposit of their payroll check. The City has a Veteran's Preference System that is available in all open competitive recruitments. Please contact the Personnel Office at (209) 385-6837 or e-mail fierros@cityofmerced.org for a City application form or if you have any questions. For hearing impaired, please call (209) 385-6816.

EXAM I.D. #6960- 26-11/14/13

The City is willing to make reasonable accommodation in the application and examination process for individuals with disabilities. Requests for accommodation should be made prior to or at the time of application. In compliance with 24 CFR, 8.54(b), the City does not discriminate in admission or access to, or treatment or employment in its federally assisted programs and activities. In addition, the City extends the prohibition of discrimination on the basis of disability established by Section 504 of the Rehabilitation Act of 1973, as amended, to all activities including those that do not receive Federal financial assistance. Deneen L. Proctor, Director of Support Services, is the designated City employee responsible as the City's Section 504/ADA Coordinator. Concerns or comments shall be addressed to the Coordinator at (209) 385-6839 or at the TTY telephone number indicated above.

EQUAL OPPORTUNITY EMPLOYER/A.D.A.

****INFORMATION CONTAINED HEREIN IS SUBJECT TO CHANGE WITHOUT NOTICE****