



City of Los Angeles

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City of Los Angeles Personnel Department

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SENIOR SYSTEMS ANALYST

Class Code: 1597

Open Date: 03-14-14

ANNUAL SALARY

\$82,914 to \$103,021 and \$102,646 to \$127,493

The salary range for positions in the Department of Water and Power is \$93,458 to \$116,134 and \$116,113 to \$144,259.

Candidates from the eligible list are normally appointed to vacancies in the lower pay grade positions.

NOTE:

For information regarding reciprocity between the City of Los Angeles departments and LADWP, go to http://per.lacity.org/Reciprocity_CityDepts_and_DWP.pdf.

DUTIES

A Senior Systems Analyst analyzes procedures, methods, operations and computer-based information systems; designs, develops, implements, maintains and recommends information systems to improve efficiency and economy of City operations; performs technically complex and/or critical systems analysis and design activities; installs, modifies and adapts software applications and may perform similar work with systems software in personal computer, client-server and enterprise server installations; designs, develops, installs, maintains, manages, and administers local area networks or wide area networks; plans, directs, reviews, evaluates and coordinates the work of professional employees engaged in these activities; performs cost/benefit analyses related to the modification of existing systems or the implementation of new systems; may perform project management activities; applies sound supervisory principles and techniques in building and maintaining an effective work force; and fulfills equal employment opportunity responsibilities.

REQUIREMENTS

Two years of full-time paid experience in a class at least at the level of Systems Analyst in the analysis, design, development and implementation of computer-based information systems.

NOTES:

1. **Candidates must achieve a passing score in the qualifying Training and Experience Questionnaire in order to be called for subsequent portions of the examination.**
2. Applicants who lack six months or less of the required experience may file for this examination. However, they cannot be appointed until the full experience requirement is met.
3. Some positions may require a valid California driver's license. Candidates may not be eligible for appointment to these positions if their record within the last 36 months reflects three or more moving violations and/or at-fault accidents, or a conviction of a major moving violation (such as DUI).

SELECTIVE CERTIFICATION

In accordance with Charter Section 1010 (b) and Civil Service Rule 5.31, selective certification will be used for some positions that require special skills and/or training in one or more of the following areas. Only persons possessing the following at the time of filing may be considered for appointment to fill such positions.

1. Programming:
 - a. One year of full-time paid programming experience using object-oriented language or development tools such as ColdFusion MX, ColdFusion Studio, PowerBuilder, Delphi, C++, c#, Visual Basic, JAVA, .Net and using SQL with the relational database SQL Server, Oracle, DB-2, MS SQL or Microsoft Access, Python, XHTML, XML or Oracle RDBMS tools; **or**
 - b. One year of full-time paid experience programming, administering and supporting a distributed GIS Enterprise system using the UNIX or Windows platforms; or ESRI GIS-based software with specific knowledge of the ArcGIS, ArcSDE and/or the ArcIMS environment; **or**
 - c. One year of full-time paid experience in mobile applications development.
2. Web Development:
 - a. One year of full-time paid experience developing websites using various tools such as MS Visual Studio, Adobe Dreamweaver, Eclipse, Netbeans and Jdeveloper, ColdFusion Studio; developing Web pages utilizing HTML, CSS Ajax, Java, Python, ASP, .Net, Microsoft Sharepoint or Oracle Webcenter.
3. Network Support:
 - a. One year of full-time paid experience administering and supporting Local Area Networks utilizing either Novell Netware or Microsoft Windows Server; **or**
 - b. One year of full-time paid experience administering and supporting the networked Blade servers, Cluster Technologies or wireless technologies, Groupware products Novell GroupWise, Lotus Notes, or Microsoft Exchange.
4. Systems Support:
 - a. One year of full-time paid experience performing systems administration on Sun Solaris, Hewlett Packard UX, Linux, IBM AIX, Windows Server or VMware, Hyper-V.
5. Enterprise Level System Implementation:
 - a. Two years of full-time paid experience in the requirements analysis, design, programming and/or configurations and implementation of an enterprise level design.
6. IT Customer Service:
 - a. One year of full-time paid IT service desk experience providing customer service by responding to IT related problems reported via telephone and e-mail, opening and closing service tickets in HP Service Manager or equivalent program, performing trouble shooting both telephonically and in the field, performing follow-up to ensure customer satisfaction, and identifying areas for service improvement.
7. IT Planning Service:
 - a. Two year of full-time paid experience in IT strategic, program project and operation planning using Adobe Creative Suite and/or Business Process mapping software as well as Microsoft Office tools including Project and Visio, performing cost benefit/risk analysis, evaluating business/technology impact, and performing other IT related analysis to ensure IT capabilities and resources align to organizational goals and objectives.

AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

WHERE TO APPLY

Applications will only be accepted on-line. **When you are viewing the on-line job bulletin of your choice, simply scroll to the top of the page and select the "Apply" icon.** On-line job bulletins are also available at <http://agency.governmentjobs.com/lacity/default.cfm?promotionaljobs=1> for Promotional Examinations.

NOTES:

1. All application materials must be complete for you to be considered a candidate in this examination.
2. Applicants are urged to apply early to ensure you have time to resolve any technical issues you may encounter.

APPLICATION DEADLINE

Applications must be received by THURSDAY, MARCH 27, 2014.

SELECTION PROCESS

Examination Weights: Training and Experience Questionnaire Qualifying Interview 100%

The examination will consist of a qualifying Training and Experience Questionnaire and an interview. In the qualifying Training and Experience Questionnaire, candidates may be examined for knowledge of: methods of systems development sufficient to develop systems which meet user requirements; advantages and benefits of implementing information technologies to solve business problems; arithmetic, algebra, and symbolic logic sufficient to understand and/or to write materials such as programs, specifications, teaching materials, and flow charts; IT Service Management principles and methods to guide organizations on how to use IT as a tool to facilitate business efficiencies, change, transformation and growth; industry best practices in IT service strategy, design, transition, operations and improvement; end-user equipment; server technologies; network and data communication concepts; application development languages and technologies; the ability to: use a personal computer or computer terminal; communicate orally for the purpose of training employees in use of computer systems; communicate orally sufficient to discuss technical and other information with others in order to discuss problems and possible solutions, to obtain information, and to explain systems applications in non-technical language; read hardware and software user's manuals, computer journals, and technical material sufficient to apply the information to specific situations; write materials which are logically arranged and incorporate correct English grammar, syntax, spelling, and sentence structure; interact with others courteously, patiently, and tactfully even in difficult and/or unpleasant situations; and other necessary skills, knowledge, and abilities.

Candidates will be notified later by mail of the time and location of the qualifying Training and Experience Questionnaire, which will be held in a single half-day session in Los Angeles on **SATURDAY, MAY 17, 2014.**

The qualifying Training and Experience Questionnaires of all candidates will be submitted to an expert review panel for evaluation. The expert review panel will assign a numeric score to each candidate based on an assessment of each candidate's qualifications, as described on the Training and Experience Questionnaire.

Candidates must achieve a passing score on the qualifying Training and Experience Questionnaire in order to be called for the interview.

Passing Score for Qualifying Training and Experience Questionnaire

The passing score for the qualifying Training and Experience Questionnaire will be determined by Personnel Department staff after the qualifying test is administered. Consideration will be given to the number of candidates taking the test and the existing and anticipated number of vacancies, such that there are a sufficient number of eligibles on the list to satisfy current and future vacancies for the next two years. **Therefore, the passing score for the qualifying Training and Experience Questionnaire may be set either above or below 70%.**

The examination score will be based entirely on the interview. In the interview, candidates may be examined for knowledge of: methods of systems development; principles, concepts, and vocabulary of data base design and characteristics of relational data base management systems; arithmetic, algebra, and symbolic logic sufficient to understand and/or to write materials such as programs, specifications, teaching materials, and flow charts; IT Service Management principles and methods to guide organizations on how to use IT as a tool to facilitate business efficiencies, change, transformation and growth; industry best practices in IT service strategy, design, transition, operations and improvement; end-user equipment; server technologies; network and data communication concepts; application development languages and technologies; supervisory principles and practices including Equal Employment Opportunity and sexual harassment policies; grievance and Skelly procedures; the ability to: communicate orally sufficient to discuss work assignments, job requirements, and other information with supervisors, subordinates, and coworkers; read and interpret material such as supervisors' instructions, reports of problems, or letters and memos sufficient to apply the information to specific situations; plan as required to perform tasks, such as planning project work and planning schedules for jobs and assignments needed to complete the work of systems staff; assign priorities to various jobs needing attention; gather and use data relevant to the immediate purpose from general records and/or from records kept for different purposes; analyze and combine data drawn from two or more sources to produce complete, integrated reports on specific subjects and to make appropriate recommendations; deal tactfully and effectively with others; and other necessary skills, knowledge, and abilities.

Candidates will be notified later of the date, time, and place of the interviews, which will be held in Los Angeles.

NOTES:

1. This examination is based on a validation study.
2. As a covered entity under the Fair Employment and Housing Act and Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and upon request, will provide reasonable accommodations to ensure equal access to its programs, services, and activities. To request a disability accommodation, please complete the Disability Accommodation Form within 14 calendar days of the submittal of the City application. The Disability Accommodation Form can be obtained at http://per.lacity.org/exams/verify_disability.pdf.
3. Applications are accepted subject to review to ensure that minimum qualifications are met. Candidates may be disqualified at any time if it is determined that they do not possess the minimum qualifications stated on this bulletin.
4. A final average score of 70% is required in the interview to be placed on the eligible list.
5. Seniority credit at the rate of 0.25 of a point for each year of continuous service will be added to the weighted test score of each candidate.
6. You must have received a regular appointment to a City position or be on a reserve list to file on a promotional basis.

THIS EXAMINATION IS TO BE GIVEN ONLY ON AN INTERDEPARTMENTAL PROMOTIONAL BASIS

The City of Los Angeles does not discriminate on the basis of race, religion, national origin, sex, age, marital status, sexual orientation, gender identity, gender expression, disability, creed, color, ancestry, medical condition (cancer), or Acquired Immune Deficiency Syndrome.

Class Code 1597. 03-14-14