



## City of Kansas City, Missouri Job Class Specification

**Job Title:** IT ANALYST

**Department:** MULTI

**Job Code:** 1552

**Status:** NONEXEMPT

**Grade:** NE-7

### Summary

This is an advanced level professional staff position within the IT department.

Work involves responsibility for leading and performing work of a unit engaged in varied computer operations and architecture projects. Employees of this class may assist lower level IT associates with more complex technical projects and problems. Under limited supervision, the IT Analyst provides leadership and coordination of project teams engaged in small size projects. Performs related activities and makes recommendations in areas that require a high level of technical competency.

### Duties and Responsibilities

- Direct medium projects in a competent fashion. Provides instruction to assigned team to effectively accomplish assigned projects. Provides task direction as necessary. Follows appropriate processes and procedures for assigned projects.
- Makes significant contributions to the success of projects by applying demonstrated knowledge. Performs technical review of work performed by project team.
- Anticipates hardware and software needs and make recommendations related to the acquisition of such.
- Installs and maintains hardware and software in accordance with prescribed procedures.
- Prepares system documentation within established standards.
- Writes or revises complex program documentation, operations documentation and user guides in accordance with standards.
- Prepares highly complex technical and quality control testing activities in accordance with prescribed procedures. Prepares test data and analyzes program or application performance during testing.
- Compares testing results with provided documentation to identify and resolve any discrepancies.
- Participates in selecting and implementing operation systems and architecture improvements.
- Analyzes problems, determines cause and initiates corrective action in areas that require an expert level of technical competency.
- Leads project teams in the implementation of design/analysis and programming/coding initiatives.
- Codes or scripts complex modules of programs as needed.
- Performs a variety of complex programming tasks, such as designing, documenting, and developing program logic.
- Prepares instructional materials and training curriculum for operation and user training.
- Utilizes interpersonal and communication skills to train, instruct and educate groups and individuals in a team environment.
- Provides technical expertise to other members on the team for their technical development.
- Recommends process or procedure changes. Participates in process and quality improvement.
- Follows through on commitments made to customers. Assures that customer requirements are met.
- Works effectively with peers, team members, and other departments.
- Performs related work as required.

**Technical Skills****Knowledge:**

- Able to identify and document business processes and requirements.
- Possesses advanced understanding of hardware and software used in performance of job duties.
- Has expert competence in the overall architecture of the total system.
- Maintains excellent knowledge of tools used in design/analysis/development/project/infrastructure activities.
- Excellent knowledge of established configuration management, software development and project methodologies.
- Possesses excellent technical competence in assigned area.
- Analysis, troubleshooting, administration experience in regard to applications, business, database, network (voice, data, video), pc, and servers (operating systems, monitoring software, system software).
- Design, configuration, installation, deployment, and implementation of applications, infrastructure, networks (voice, data, video), pc, and servers (operating systems, monitoring software, system software).
- Coding, programming, development, and support of applications, client server, database, mainframe, and WEB.
- Project/Program management
- Technology training.

**Education and Experience**

Accredited Bachelor's degree and two (2) years of technology experience.

OR

An equivalent combination of education and technology experience.

**Certificates/  
Licenses/Special  
Requirements**

Must pass a background check as prescribed by the City.

**Supervisory  
Responsibility**

Supervision may be exercised over assigned personnel.

**Supervision  
Received**

Work is performed under general supervision.

Note: This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. Reasonable accommodation will be provided to qualified individuals with disabilities. The City of Kansas City has the right to revise this job description at any time. The job description is not to be construed as a contract for employment.

**Created**

5/07,4/17

**Revised**

8/2022