

<b>ORGANIZATION:</b>	City of Sherwood	<b>DATE:</b> 2015
<b>LOCATION:</b>	Sherwood, Oregon	
<b>DEPARTMENT:</b>	Administration - Operations	
<b>FLSA STATUS:</b>	Exempt	
<b>JOB TITLE:</b>	Program Analyst - Pay Group C	

**PURPOSE OF POSITION:**

This position is responsible for maintaining software applications, including but not limited to planning, purchasing and administering systems. Coordinate department computer systems and business processes to provide citywide information in the most efficient, cost effective method. Support users, coordinate with vendors, troubleshoot application issues and make appropriate modifications to support business needs.

**ESSENTIAL JOB FUNCTIONS:**

Serve as project manager and coordinator on assigned projects related to design, implementation and modification of new or existing business systems. Develop work plans, timelines and resource allocations for assigned projects. Monitor progress to ensure objectives are met. Coordinate contract compliance with consultants and software vendors. Make presentations at meetings to internal and external groups.

Participate in the analysis, design, coding, testing and implementation of vendor software and applications. Develop and maintain structure documentation; formulate and enforce standards for data management. Prepare and maintain procedures for disaster recovery.

Generate custom reports for the department using applications such as Crystal Reports and SQL server reports.

Serve as primary contact for all users with questions regarding use of department business systems. Meet with staff to determine necessary program enhancements and maintenance needs for existing software applications. Evaluate, recommend and coordinate implementation of all functional modifications and/or enhancements to software applications.

Work independently to interview personnel involved, secure resources and gather information related to the issue being evaluated and/or analyzed

Act as the main functional contact point for technology issues with the City's IT Department.

Work with Information Technology to coordinate system modifications, upgrades and troubleshooting.

Analyze business processes and their associated information systems and make recommendations for the redesign of those business processes or information systems.

Review available market software and make recommendations concerning purchase of software packages from vendors. Research cost information and assist management with budget information related to software and related purchases.

Plan, coordinate and manage staff training on City business applications. Prepare training aids and user manuals. Assist managers with the creation of management reports.

Compile performance measurement data for the department.

Integrate GIS objects and data into INFOR Infrastructure Management System.

Maintain cooperative working relationships with City staff, other organizations and the general public.

Follow all safety rules and procedures for work areas.

May perform other duties as assigned.

**AUXILIARY JOB FUNCTIONS:**

Provide assistance to other staff as workload and staffing levels dictate. Maintain proficiency by attending training and meetings, reading materials, and meeting with others in areas of responsibility. Maintain work areas in a clean and orderly manner.

Lead or participate on cross-functional project teams identified to design and implement business solutions.

**JOB QUALIFICATION REQUIREMENTS:**

MANDATORY REQUIREMENTS: Broad knowledge of business principals, practices, theories and methods, relational database design, structure, operating principles and characteristics, data processing systems, PC applications software, and business processes. Equivalent to a four-year university education in computer science, public administration or business administration, and over two years experience, or any satisfactory combination of experience and training which demonstrates the knowledge, skills and abilities to perform the above duties.

SPECIAL REQUIREMENTS/LICENSES: Ability to maintain confidentiality.

DESIRABLE REQUIREMENTS: Prior working experience with Hansen and Navision software.

**SUPERVISORY RESPONSIBILITIES:**

May supervise 1-3 employees. May provide training and orientation to volunteers, students and newly assigned personnel on site policies and practices.

**SUPERVISION RECEIVED:**

Works under the general supervision of the Department Director.

**PHYSICAL DEMANDS OF POSITION:**

While performing the duties of this position, the employee is frequently required to sit, stand, bend, kneel, stoop, communicate, reach and manipulate objects. The position requires mobility. Duties involve moving materials weighing up to 10 pounds on a regular basis such as files, books, office equipment, etc., and may infrequently require moving materials weighing up to 25 pounds. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as computer keyboard, calculator, and standard office equipment.

**WORKING CONDITIONS:**

Usual office working conditions. The noise level in the work area is typical of most office environments with telephones, personal interruptions, and background noises.

THIS DESCRIPTION COVERS THE MOST SIGNIFICANT ESSENTIAL AND AUXILIARY DUTIES PERFORMED BY THE POSITION, BUT DOES NOT INCLUDE OTHER OCCASIONAL WORK, WHICH MAY BE SIMILAR, RELATED TO, OR A LOGICAL ASSIGNMENT FOR THE POSITION.