

PURPOSE OF THE CLASSIFICATION: Under direction performs supervisory and administrative tasks involving technical analysis, evaluation, design, maintenance, support, training and performance monitoring of new or modified computer applications, various operating systems, wireless systems and applications and performs other related duties as assigned.

ESSENTIAL TASKS:

- Plans, analyzes, evaluates, designs, programs, and maintains various computer systems (e.g., desktops, laptops, tablets, phones), and wireless systems and applications
- Performs systems analysis and design, including database design
- Performs testing, debugging, and related implementation tasks
- Provides PC and application support for users
- Develops command and backup procedures and recovery plans for various computer systems
- Directs or performs system goal performance reviews to ensure proper functioning
- Performs moderate to complex programming, including scripting utilizing SQL scripting, JavaScript, PowerShell, or other modern scripting tools
- Modifies, enhances, upgrades and/or adds modules to existing applications and adapts newly purchased software to hardware used by the department
- Acts as liaison between various City departments, as well as with various vendors and computer service representatives
- Provides instructions and written procedures to both technicians and users
- May provide on-call after-hours support for production systems
- Reports to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Must meet one of the following criteria:

1. a) Completion of 60 hours from an accredited college or university; **and**,
 b) Three (3) years' experience relevant to the essential tasks listed in this job description **or** one (1) year as a Systems Analyst I

2. a) Graduation from high school or possession of a General Education Development (GED) Certificate; **and**,
 b) Five (5) years of experience relevant to the essential tasks listed in this job description **or** two (2) years as a Systems Analyst II



CLASS TITLE | SYSTEMS ANALYST II

PAY GRADE: IT-36 | www.cityoftulsa.org/pay

Effective Date: 09/17/2025

CLASS CODE: 3635

Knowledge, Abilities and Skills:

Knowledge of:

- Comprehensive knowledge of techniques used in systems analysis and related maintenance procedures
- Considerable knowledge of computer hardware, OS, and wireless systems
- Programming and scripting concepts and techniques
- Good knowledge of at least two (2) generally recognized computer languages

Ability to:

- Plan, coordinate, evaluate, and lead the work of subordinates or less experienced co-workers
- Recognize, analyze, and solve system and software maintenance problems immediately with little supervision
- Communicate effectively, both verbally and in writing
- Ability to document work

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional work carrying up to 40 pounds; occasional pulling up to 5 pounds; may be subject to extended periods of walking, standing, sitting, reaching, balancing, bending, kneeling, handling, feeling, climbing, smelling and twisting; vision, speech and hearing sufficient to perform essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Driver license

WORKING ENVIRONMENT: Working environment is primarily indoors, with some traveling to various City locations to provide computer related assistance.

EEO Code: N-02

Group: Clerical and Administrative

Series: Data Processing and Information Services