

INFORMATION SERVICES ANALYST

DEFINITION OF WORK

Under regular supervision, performs technical and professional work involving the development and implementation of services and systems. Participates as a team member on one or more project teams. Works on the design and development of detailed components of IS solutions. Work is performed within the guidelines of a project plan, defined requirements, or existing functional design specifications with mentoring and direction provided by project leader(s) and supervisor.

EXAMPLES OF WORK

Works on technical assignments as part of IS projects and in response to client requests; designs and implements new IS components; maintains and modifies existing services and systems; produces documentation pertaining to the design and operation of systems and services; works with IS staff for cross-functional needs; performs acceptance testing with clients; trains clients in the operation of systems, services and procedures; keeps abreast of general technological advancements and develops professional skills; performs administrative work as required by IS business practices.

EMPLOYMENT STANDARDS

Education and Experience: Any combination of education and experience equivalent to a bachelor's degree with major course work in computer science or a related field and experience in information services, including but not limited to a working knowledge of desktop system software.

Knowledge, Skills, and Abilities: Possesses an awareness of project management methodologies; ability to establish and maintain effective working relationships with staff and clients; ability to follow oral and written instructions; ability to contribute to the production of technical documents.