Staff (Specialist & Supervisor) & Senior (Specialist & Supervisor) Information Systems Analyst

Service-wide

Training and Experience Questionnaire

Use the criteria below to respond to questions 1 – 76 as indicated:

Staff and Senior ISA (Specialist & Supervisor) – 1 – 39
Staff and Senior ISA (Supervisor only) 40 – 57
Senior ISA (Specialist & Supervisor) 58 - 76

ITEM #	**Years of experience:** More than 4 years experience performing this task Over 3 years to 4 years experience performing this task Over 2 years to 3 years experience performing this task 1 to 2 years experience performing this task Under 1 year of experience performing this task No experience/training **Knowledge:** **Extensive Knowledge** I possess an expert knowledge level to the extent that I could effectively perform this task in the most difficult and complex situations; and I could instruct others on specific aspects of this task. **Substantial Knowledge** I possess an advanced knowledge level to the extent that I could effectively perform this task under the majority of circumstances or situations encountered. **Moderate Knowledge** I possess a sufficient knowledge level that would allow me to perform this task successfully in routine situations. **Limited Knowledge** I have some knowledge of how to perform this task, but may require additional instruction to apply my knowledge effectively. **No Knowledge** I have no knowledge of how to perform this task or what it may entail.
1.	Identifying requirements to aid in the design of system development.
2.	Identifying and researching system design problems, including cause and effect.
3.	Utilizing requirement methodology techniques to effectively analyze the system design.
4.	Defining alternative solutions to current Information Technology issues for maintenance, repair and process improvement.

5.	Providing technical assistance to resolve system problems.
6.	Working with customers to identify problems, define business requirements and implement improvements.
7.	Conducting systems analysis of business processes, including evaluation of current and proposed information and business process flows to meet customer needs.
8.	Disseminating information regarding Information Technology related issues to the appropriate area of responsibility (e.g., network, database, web, department-wide broadcast).
9.	Coordinating Information Technology services that impact various areas of responsibility.
10.	Identifying process changes that result in more efficient system usage.
11.	Making decisions under constraints and limited information (e.g., responding to requests for services, determining service delivery dates, or committing to project timelines).
12.	Resolving conflicting priority requests from various programs or customers to meet needs.
13.	Identifying problems or issues that impact the progress of work projects or assignments (e.g., time constraints, resource limitations, scheduling conflicts).
14.	Analyzing and evaluating problems or issues related to the progress and completion of work projects or assignments.
15.	Prioritizing the handling of problems or issues related to the progress of work projects or assignments to determine the best course of action for mitigating the impact of issues and/or problems.
16.	Identifying appropriate alternatives to resolve problems or issues related to the completion of work projects to ensure timely resolution and minimize impact.
17.	Implementing specific actions to resolve problems impacting the progress of work projects or assignments.
18.	Developing procedures or methodologies outlining the steps to follow to complete projects or assignments.
19.	Explaining technical procedures to all levels of users.
20.	Developing work plans for new and existing system changes.
21.	Implementing procedures or methodologies for the completion of projects or on-going program functions.
22.	Knowledge of customer service and customer support practices in an Information Technology environment.
23.	Knowledge of basic computer hardware, software, and various operating systems.
24.	Ability to determine the accuracy of various mathematical calculations.

25.	Ability to identify problems, including cause and effect, to ensure problems are properly addressed.
26.	Ability to provide technical assistance to individuals to resolve issues and/or problems.
27.	Ability to integrate new information with existing knowledge to formulate conclusions.
28.	Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions.
29.	Ability to adapt to changes in priorities and work assignments.
30.	Ability to work on multiple projects and assignments concurrently.
31.	Ability to work independently on projects or assignments without close supervision or detailed instructions.
32.	Ability to perform job tasks during stressful working conditions (e.g., deadlines, multiple assignments, emergencies).
33.	Ability to collaborate with others to identify problems and seek improvements.
34.	Ability to conduct meetings (e.g., information gathering sessions, status meetings) with various audiences.
35.	Ability to provide technical and descriptive documentation.
36.	Ability to read and interpret numerical data, charts, diagrams, and graphs.
37.	Ability to prepare clear and concise written instructions for audiences with varying levels of understanding.
38.	Ability to read and comprehend complex or technical information and to explain it to others.
39.	Ability to monitor assignments and activities of a team or task force to ensure that tasks are completed within established timelines.
40.	Monitoring work of staff to ensure it meets quality, quantity, and timeliness standards.
41.	Participating in the establishment of goals and objectives for the work unit or division.
42.	Planning, supervising/leading, and directing the work activities of staff.
43.	Identifying and assisting in resolving staff performance problems.
44.	Resolving disagreements and conflicts between staff members to achieve a positive resolution.
45.	Conducting team-building sessions to establish a more cohesive and productive staff.
46.	Mentoring staff relative to the tasks of the job to improve performance and productivity.
47.	Conducting a training and needs assessment to determine the level and type of training needed by staff.

48.	Providing on-the-job training to staff relating to the duties of the position.
49.	Participating in the interview and hiring process and provide input in the selection process.
50.	Providing input and recommendations for the division or work unit budget process.
51.	Knowledge of supervisory principles, practices, and techniques to plan, oversee, and direct the work activities of staff.
52.	Knowledge of leadership practices and motivational techniques to maintain a productive work environment.
53.	Knowledge of equal employment opportunity principles, regulations, and objectives to support equal employment opportunity policies and goals.
54.	Ability to review and critique work completed by staff.
55.	Ability to delegate work assignments at the appropriate level of responsibility.
56.	Ability to assess and identify staff training needs.
57.	Ability to lead and motivate staff to maximize productivity and accomplish objectives.
58.	Performing cost/benefit analysis of recommended system solutions to ensure the most optimal decisions.
59.	Evaluating technical proposals for Information Technology solutions to make effective recommendations.
60.	Preparing issue papers and/or statement of need documentation with recommendations to implement or change systems.
61.	Establishing controls (e.g., project plans, schedules, risk analysis) and monitoring means to ensure the timely completion of program and/or project work tasks.
62.	Planning high profile or critical projects from inception to implementation.
63.	Prioritizing and scheduling work to be completed by a project team.
64.	Providing technical and/or descriptive documentation for use in technical reports/documents.
65.	Maintaining and updating project schedules to reflect current project information and statistics.
66.	Monitoring compliance with policies, procedures, and guidelines in the completion of program/project activities to ensure adherence with standards.
67.	Designing and/or developing project work plans and schedules for system projects including new and existing systems to ensure efficient completion.
68.	Knowledge of system development life cycle principles.

69.	Knowledge of methodologies for Information Technology analysis to evaluate a current or proposed system.
70.	Ability to prepare and write project management, procurement and implementation documents.
71.	Ability to manage a project ensuring that the end-product or service is delivered on schedule and within scope and established budget.
72.	Ability to identify the work activities and organize a team or task force to complete a project.
73.	Ability to analyze and document requirements to identify and eliminate ambiguity.
74.	Ability to identify system design issues and/or problems.
75.	Ability to train others on Information Technology related concepts.
76.	Ability to develop and deliver presentations to a variety of audiences.