SAN JUAN COUNTY

POSITION DESCRIPTION

Position Title: Workflow Systems Analyst/ Programmer
Date: February 20, 2014
Reports to: Information Services Manager
Department: IT-IS
FLSA Status: Exempt – At Will

BASIC FUNCTIONS: Performs both systems analysis and programming tasks for complex computer systems. Develops design specifications and designs, codes, tests, debugs, documents and maintains the County’s software systems. Immediate work, under the general supervision of the IT/IS Manager, is to design, build, implement and support a comprehensive workflow system for San Juan County’s government operations. Requires close collaboration with policy makers, department heads and other staff to assess needs, analyze existing systems, and recommend system modifications or development of new systems. Tools will include Microsoft Enterprise software systems, such as Sharepoint, Lync, Exchange Server and Sql Server.

Work is highly technical and is performed in an collegial manner with general supervision and direction from the IS/IT Manager. Work is reviewed through meetings, conferences, and results achieved.

MINIMUM QUALIFICATIONS: Requires graduation from an accredited college or university with a Bachelor’s Degree in technology, mathematics or related field, and extensive (5+ years) professional experience in designing, implementing and maintaining enterprise/ workflow systems. Experience in operating and supporting network systems and browser-based applications required.

PRINCIPAL DUTIES - Asterisk designates essential function:
1. *Designs, implements and manages a comprehensive enterprise-wide workflow/ information system that links related tasks, data and documents from different County departments and allows the public and all departments to retrieve and analyze information easily and efficiently. Works with the Work Flow Development Team on the analysis of work flow processes.

2. *Supports enterprise software system upgrades and linkages to the County’s computer network.

3. *Provides technical expertise and advice to policy makers and administrative personnel in the design of efficient and secure workflow systems.

4. *Conducts research and analysis of Information Technology issues within the County and prepares and presents solution-oriented recommendations to the IS Manager and County Manager.
5. *Insures that identified County software systems provide for direct public access to public data.

6. *Collaborates with other County agencies, utilities, private sector businesses, non-profits, and Town, State and Federal governments to develop and establish policies related to community access to and use of public data.

7. Provides back-up assistance and coverage as required for Help Desk-driven network, software, web development projects and general computer support.

8. *Acts within the scope of his or her responsibilities, working as a public employee and municipal officer with courtesy and professionalism, and adhering to the highest standard of ethics in accordance with RCW 42.52.

9. Performs other duties as assigned.

**KNOWLEDGE AND ABILITIES**

Knowledge of:

- Database and Computer system design.
- Workflow management concepts and methods.
- Principles and practices of public administration, customer service, basic municipal finance, statistical analyses, and technology as applied to managing network information resources, applications, and protocols.
- Database management as specifically relates to the administration, security and coordination of data flow.
- Project management tools.
- Network concepts and testing procedures, backup and recovery procedures, and security.

Ability to:

1. Develop intuitive applications usable by non-technical personnel with minimal training.
2. Learn and study existing procedures, systems and operational methods for an assigned area, and make recommendations for improving efficiency, accuracy, and the most effective use of staff and equipment.
3. Listen to and communicate effectively, and persuasively, when required, both verbally and in writing, with County staff, vendors, other public agencies and the general public, including the ability to communicate complex technological information in layman’s terms.
4. Use project management skills to identify, prioritize, track and complete tasks needed to accomplish a project within established timeframes, including team as well as individual projects.
5. Apply quality control/quality assurance standards and practices to workflow processes and software.
6. Establish and maintain effective working relationships with management, County staff, vendors, contractors, and the general public.
7. Analyze complex problems, determine resolutions, and recommend action.
8. Monitor and review programs and processes to determine their effectiveness, and recommend solutions.
9. Acquire knowledge and keep current with new technology trends through seminars, trade journals, and professional organizations.
10. Recommend appropriate training and provide training to other employees as requested.
11. Assist with Web development projects, which may include working on project teams with other County personnel.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the County as the needs of the County and requirements of the job change.

**PHYSICAL AND MENTAL REQUIREMENTS:** Extended periods of sitting while using a computer. Requires continuous hand and finger movement, including use of keyboard. Requires ability to calculate basic and complex math problems and resolve computer code problems. Must be able to lift up to 40 pounds. Must be able to work with the public, County employees, and other governmental and private entities in a professional and courteous manner. Must be able to receive and understand written and oral communication and give written and oral instruction. Requires visual acuity at 20 inches or less.

**EQUIPMENT REQUIREMENTS:**

<table>
<thead>
<tr>
<th>Equipment/Tool</th>
<th># of Hours</th>
<th>Frequency of use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer</td>
<td>up to 8</td>
<td>x</td>
</tr>
<tr>
<td>Calculator</td>
<td>1</td>
<td>x</td>
</tr>
<tr>
<td>Copy machine/Printers</td>
<td>1.5</td>
<td>x</td>
</tr>
<tr>
<td>Telephone / Fax</td>
<td>up to 1</td>
<td>x</td>
</tr>
</tbody>
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**WORKING CONDITIONS:** Work is performed in a normal office environment. Deadlines and volume of workload create stressful conditions at times, meeting department/public demand for services and/or information. Occasionally works evenings, weekends and holidays in order to meet deadlines. Occasional local and out-of-County travel for training or meetings.