CLASS TITLE: FIRE DEPARTMENT SYSTEMS LIAISON

PURPOSE OF THE CLASSIFICATION: Under general direction performs business process analysis, system analysis, and design. Manages TFD IT projects with City of Tulsa IT Department. Provides troubleshooting and maintenance support for all Tulsa Fire Department applications and hardware. Initiates and manages system conversion and implementation projects of major complexity and size. Other related duties as assigned.

ESSENTIAL TASKS:
- Analyzes, evaluates, conceptualizes, designs, integrates, and maintains computer applications/systems, that are characterized as large in size and of major complexity, to provide business, scientific and/or engineering needs and solutions
- Evaluates existing systems; initiates necessary system changes or reviews suggested system changes, determines impact of design and integrity changes and develops detailed specifications for implementation and researches and recommends standards, best practices, methods, & principles in support of IT and business projects, programs, and initiatives
- Assumes role of TFD IT project manager
- Performs highly technical studies and analyses and provides recommendations, findings, and reports and conducts technical presentations
- Provides consulting services to the end users concerning their information and problem solving needs and provides guidance and training to the end users
- Ensures accurate system documentation, coordinating and/or performing modification testing and develops, provides and/or coordinates training, educational tools and materials
- Establishes and maintains operating system and/or application system backup and recovery procedures
- Ensures City policies are followed with respect to documentation and development standards.
- Identifies, assesses, and analyses risk pertaining to planning, operations, projects, and programs
- Participates in industry and other professional networks to ensure awareness of current standards, trends and best practices, strengthening organizational and technical knowledge
- Develops a Tulsa Fire Department IT Strategic Plan and facilitates strategic IT planning sessions
- Must report 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: Graduation from an accredited college or university with a bachelor's degree in computer sciences, industrial engineering, mathematics, statistics, business administration or accounting, including or supplemented by advanced coursework in computer sciences, and five (5) years experience in systems analysis; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Comprehensive knowledge of business and systems methodologies; comprehensive knowledge of methods, procedures and techniques used in systems analysis and design; comprehensive knowledge of state-of-the-art data processing and data communications equipment and their applications; considerable knowledge of accounting, statistics, modern business methods, principles, and practices; knowledge of business process re-engineering concepts and methods; knowledge of the City's revenue/expenses and total business structure in relation to systems' role. Ability to work independently; ability to lead, facilitate and organize with proven project management, leadership, interpersonal and motivational skills; ability to understand and formulate sound concepts governing relational database structures, utilize reporting/query tools and construct SQL statements; ability to analyze complex issues and to formulate sound concepts; ability to effectively communicate verbally and

in writing; and the ability to understand and influence the behavior of others within the organization, customers or the public in order to achieve job objectives and cause action or understanding.

<u>Physical Requirements:</u>   Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; occasional lifting and carrying up to 20 pounds; may be subject to sitting for extended periods of time, walking, standing, reaching, stooping, kneeling, handling and twisting; and vision, speech and hearing sufficient to perform the essential tasks.

<u>Licenses and Certificates:</u>   Possession of a valid Oklahoma Class "D" Operator's License.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting; may require some travel to various City locations to provide computer-related assistance; and may require on-call, after hour support for assigned systems.

Class Code: 2035
EEO Code: E-02
Pay Code: EX-44

Group: Engineering Planning & Technical
Series: Communications Operations & Maintenance

Effective Date: August 26, 2015