

**INFORMATION TECHNOLOGY SPECIALIST (SYSTEMS ANALYSIS)**  
**CS-2210-13**

**INTRODUCTION**

This position is located in the Office of the Deputy Mayor for Public Safety and Justice (ODMPSJ) in the Department of Forensic Sciences (DFS). The mission of the DFS is to provide high-quality, timely, accurate, and reliable forensic science services using best practices and best available technology, focusing on unbiased science and transparency, to enhance public safety and health.

The principal responsibility is to apply analytical processes to plan, prepare and design the business and technical requirements to be met by systems obtain externally or developed within DFS ensuring that the systems operate as intended to support departmental functions, and for defining and monitoring the work to be done and to enhance and maintain these operating systems.

**MAJOR DUTIES**

Provides expert advice in planning, design, and implementation of new and improved information systems to meet departmental requirements, and performs analyses and consults with management and other professionals to identify requirements and problems. Conducts or leads feasibility studies and performs research to identify potential improvements. Develops IT solutions and defines system scope and objectives.

Contributes to departmental guidelines for IT systems analysis and to department plans for improving and strengthening IT services to management and department programs; applies systems analysis to identify opportunities and means for improvements; and plans, monitors and controls implementation of systems and enhancements to improve operations, management control and outcomes. Evaluates new methods, techniques and practices enabled by IT for improving activities and negotiates with DFS management and IT professional and contractors to develop workable agreements to address operational problems.

Prepares testing and implementation plans, establishes test criteria and data for systems and data interoperability to ensure all program modules and outputs for assigned projects are tested for completeness and problem resolutions and coordinates with management, other IT specialists, contractors/vendors and functional area specialists regarding provision of contracted deliverables and problem resolutions.

Oversees evaluation of test results and ensures corrective actions are taken and develops and executes procedures to periodically monitor the logical/physical integrity of data, and maintains accurate test systems of production application and coordinates interfaces from any system(s) feeding to or from DFS systems.

Maintains updated version control for application software systems; ensures that updates are

loaded into the test system and appropriately validated operationally prior to being moved into production and ensures change management procedures and processes are adhered to by DFS IT staff and contractors; and coordinates any updates of software to the production system including scheduling downtime, interface cut over, system backup, etc., and provides systems backup for fiscal systems.

Participates in budgeting, contracting and procurement procedures to formulate criteria for and monitor the execution of vendor and contractual agreements relating to teleprocessing equipment and services.

May perform functions that include the following: application system analysis; business process flow analysis; prepare system requirements; monitor and control the development of application software; analyze and develop data models and schemas; analyze application systems architecture; and develop methods of decision support.

Plans and monitors the development and implementation test plans and test scripts and develops data extraction and reporting systems.

Works closely with DFS employees in the accomplishment of cross-functional activities and continuously strives to improve quality improvement strategies and environment with the other IT Specialists.

Develops Ad Hoc reports to meet user requirements, performs data analysis and trend reports, validate data integrity; and performs analysis and conversion of disparate data files for use with the current data systems.

Ensures the rigorous application of information security/information assurance policies, principles, and practices to the systems analysis process.

Maintains knowledge of and expertise in network technologies, network system management, and network operations. Will be the agency operational point-of-contact with the District wide infrastructure management agency.

Trains managers/employee how to work with databases regarding reporting; provides application support for users throughout the department; develops fiscal reports for budgeting strategies for IT projects and performs needs analyses to define opportunities for new or improved business process solutions.

Performs other related duties as assigned.

#### **KNOWLEDGE REQUIRED BY THE POSITION**

Mastery of, and skill in applying, business process engineering concepts and methods sufficient to lead/conduct studies designed to identify potential improvements in the way information technology is applied to key business functions.

Mastery of, and skill in applying systems analysis principles and techniques; process engineering concepts; and new IT technologies, assess new systems design methodologies to improve software quality; effectively measure software development risk; present recommendations, and to implement new methodologies.

Mastery of, and skill in applying IT interrelated technical methods, concepts, principles, and practices, and skill in applying a wide variety of applications; and characteristics of equipment and programming to analyze, diagnose and resolve operating problems.

Knowledge of data sources, data flow and system interactions of existing automated systems in order to ensure successful processing; and ability to establish test criteria and data for network interoperability to ensure program modules and outputs for assigned project are tested for completeness and accuracy.

Mastery of, architecture principles, concepts, requirement analysis, design, database methods and techniques is required.

Mastery knowledge of, and skill in applying a variety of applications, operating systems and equipment as well as the methods and practices of troubleshooting, recovering, adjusting, modifying, and improving IT systems.

Ability to interface with users, customers, developers, and subject matter experts; and provide technical input to decision makers to develop Enterprise level concepts for large software information systems.

Mastery of, methods and techniques leading or supporting project and programs; and knowledge of designing and developing relational database software , and software evaluation techniques and the applicability of applications to specific problem domains are required.

Excellent communication skills both orally and in writing with top management officials, representatives of district and federal government and private sector officials; and skill in articulating concerns and positions on sensitive and complex issues.

### **SUPERVISORY CONTROLS**

The supervisor outlines the objectives and available resources. The incumbent independently plans and carries out assignments and analyzes and troubleshoots by determining the most appropriate methods, principles to apply in all phases, including the approach to take, and interprets policies and procedures to ensure that the systems are operating appropriately and applies new methods to traditional operations and to resolve complex controversial issues and problems and resolves most conflicts. The incumbent and supervisor in consultation, discuss timeframes, and scope of the special assignments. Keeps the supervisor apprised of potentially controversial problems or critical situations. As a technical authority in systems analysis, the incumbent's work is accepted as technically authoritative and is normally accepted without significant change.

Completed assignments are reviewed for soundness of overall approach, effectiveness in meeting requirements or producing expected results, the feasibility of recommendations, and adherence to requirements.

### **GUIDELINES**

Guidelines consist of departmental policies, administrative issuances, regulations, procedures, existing and planned systems and vendor guidelines. Most of these guidelines are general in nature and specific guidelines are often not applicable to assignments, and have gaps that require the incumbent to interpret and/or adapt or develop internal guidelines.

Judgment and initiative is required when deviating from established processes in order to modify, adapt and develop new methods and/or criteria when necessary to research and propose new policies.

### **COMPLEXITY**

Work consists of developing and standardizing systems design methods by identifying and evaluating highly effective systems design methodologies and best industry practices other government organizations. Develops and tests prototypes, evaluates test results; and identifies the most advantageous methods that will result in quality design and departmental satisfaction.

Judgment and ingenuity is exercised to implement and standardized methods throughout the department.

### **SCOPE AND EFFECT**

The work requires evaluating the feasibility of new systems design methodologies in terms of meeting the department's systems design requirements and makes recommendation to adopt new methodologies. The work may also involve developing implementation plans where appropriate. The work will involve working with the agency and city-wide network infrastructure and remotely hosted services.

The work has a huge impact on DFS network users by ensuring that the system is able to provide a wide range of services that are vital to accomplishing the required core mission requirements as well as improve systems design and implement new development processes.

### **PERSONAL CONTACTS**

Contacts are with IT Specialist, managers, department users, consultants, contractors, vendors, and representatives of other D.C. government agencies.

### **PURPOSE OF CONTACTS**

The purpose is to plan, coordinate efforts, resolves problems and to persuade or influence managers who are working toward mutual goals and to accept and implement findings and recommendations; and must be skillful in gaining acceptance and support from all stakeholders by utilizing persuasion.

**PHYSICAL DEMANDS**

The work is sedentary.

**WORK ENVIRONMENTS:**

The work is performed in an office setting or computer lab.

**SPECIAL REQUIREMENTS**

This position's duty station will be housed within the Consolidated Forensic Laboratory (CFL) which is a protection-sensitive facility. As such, incumbents of this position shall be subject to criminal background checks, background investigations, and mandatory drug and alcohol testing, as applicable. Also incumbent is required to submit a buccal swab as a DNA reference sample for the purposes of internal Quality Control.