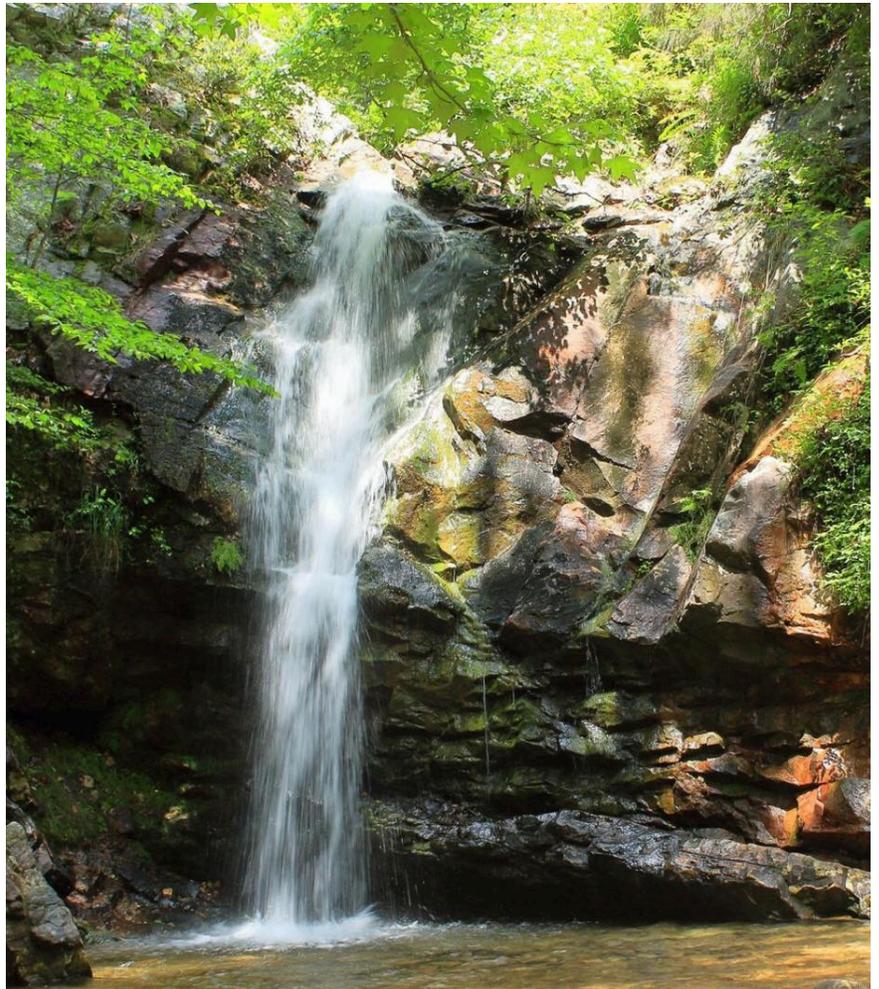Pelham

A path apart.

IT SYSTEMS ANALYST

PELHAM, ALABAMA

Pelham is home to Oak Mountain State Park, known for its stunning views and a vast variety of outdoor activities.

THE
OPPORTUNITY

A search is underway to attract a highly qualified candidate to serve as IT Systems Analyst.

The IT Systems Analyst serves as the primary liaison between information technology and other city departments and users, with the goal of ensuring technology platforms, applications and services meet stated needs, objectives, and outcomes. This position works alongside departmental representatives, and stakeholders to support software and hardware platforms, which in turn support the lines of business performed by city departments and enables departments to provide expected outcomes to our citizens.

THE
COMMUNITY

Incorporated in 1964, Pelham is Shelby County's second-largest city, with more than 24,000 residents. Pelham boasts unmatched indoor and outdoor recreational opportunities, a community-inspired school system, and a diverse mix of businesses of all sizes. Our residents enjoy an unparalleled quality of life.

Pelham, Alabama, is a recreation and entertainment destination which helps the City offer and maintain premier amenities and services that enhance the quality of life for those living, working, and visiting the city.

Consistently ranked one of the safest cities in Alabama, Pelham is recognized as One of America's Best Small Towns (Money Magazine), Best Suburbs to Buy a House in America, Places to Live in Alabama, and Places with the Best Public Schools in Alabama (Niche).

Extensive information regarding Pelham and the investments in services and amenities can be found on the City's website, www.pelhamalabama.gov.

LIVING IN PELHAM

Pelham is home to Oak Mountain State Park, Alabama's largest, at 11,584 acres. It draws nearly 780,000 visitors per year.

Ballantrae Golf Club is a favorite for residents and visitors amongst public golf courses and was recently ranked the 4th best public golf course in Alabama (Best Things Alabama).

The Pelham Civic Complex & Ice Arena is home to The Birmingham Bulls, a Southern Professional Hockey League team, and boasts two NHL-sized sheets of ice and more than 7,000 square feet of banquet space.

The Pelham Racquet Club hosts an annual United States Tennis Association Pro Circuit women's tournament that attracts top players from around the world.

THE
DEPARTMENT

The Information Technology Department provides leadership, governance, management, and modern information technology systems support to promote efficient and effective government. It seeks to encourage innovation in all that we do.

IT responsibilities include monitoring and maintaining technical infrastructure, serving our employees as customers by assisting with all technology concerns, maintaining a formal service desk system to log and manage our support services, and providing oversight and best practices for all technology efforts.

Because each action or service Pelham delivers occurs at a specific location, the IT Department maintains an authoritative Geographic Information System (GIS), which provides operational efficiency and decision-making support. Our IT team also supports cybersecurity efforts and disaster recovery to help ensure the continuity of government services.

IT's forward-looking goals include digital transformation, which includes adopting leading-edge technologies that support Pelham's strategic priorities, improve operational excellence, and drive innovation.

THE
POSITION

ESSENTIAL DUTIES

- Manages and administers application platforms throughout their life cycle, working with stakeholders and users to ensure platforms meet functional requirements and expected outcomes both for stakeholders and citizens.

- Possesses knowledge of and the aptitude to learn a range of software platforms and applications that may be assigned to including but not be limited to operating systems, enterprise resource planning, public safety computer aided dispatch and records management, document management, human resources, financial, engineering and other platforms related to the municipal government space.

- Plans, analyzes, tests, and deploys software applications, patches, releases and version upgrades; coordinate such changes with stakeholders and users to ensure successful deployment with minimal downtime or business interruptions.

- Coordinates with executives, stakeholders, and organizational staff to identify, evaluate, procure and implement application platforms that achieve business needs and successfully deliver services to citizens.

- Identifies new technology opportunities; Evaluates vendors and service providers; assist with vendor management, budget planning and procurement processes for a new technology platform and services.

- Administers and configures security and permissions for user accounts related to enterprise applications or network domains, plans security settings and roles, manages permissions across the lifecycle of a user account and the applications it is assigned to; Maintains data integrity and security across application platforms; Defines user roles and permissions; Evaluates system audit and event logs as required.

- May act as first point of contact with vendors and service providers; Access liaison between stakeholders, users and vendors; May perform root cause analysis to resolve and remedy issues.

- Works with IT staff, stakeholders, and external partners to meet federal, state and local data security and privacy requirements such as HIPAA, CJIS, PCR, etc.

- May perform 24-hour on call service as required.

This is not a complete list of duties. The full job description is available on our website.

QUALIFYING
CRITERIA

EDUCATION/EXPERIENCE

Bachelor's degree in Management Information Systems, Computer Sciences, or related field and 7 years related experience; or, any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job is required.

CERTIFICATION/LICENSURE

Must obtain and maintain vendor required certifications for application platforms required. Must possess and maintain a valid driver's license.

OTHER REQUIREMENTS

- Understands database design, database administration, as well as structured query language to the degree that allows proper support of database driven applications.
- Has functional knowledge of access control structures including user accounts, user groups and permission models for the Windows operating system.
- Has ability to present ideas and concepts to stakeholder groups and to work with such groups to train and enhance their understanding and use of technology platforms.
- Possesses excellent written communication skills, sufficient to maintain sufficient documentation, change management as well as training materials for end users.
- Hardware skills include but not limited to connecting machines to network, joining domain, and troubleshooting hardware or connectivity issues.
- Software skills include knowledge of Microsoft Operating Systems, Office Suites, Internet browsers, Database management, and the capability to learn various programs used throughout the City.

PREFERRED QUALIFICATIONS

- Administering and training of Tyler Technologies Munis ERP applications and online services.
- Administering Windows Server operating systems in a virtual environment under VMWare VSphere.
- Use of Microsoft SQL Server Database hosting Tyler Munis applications.
- Creation of queries and reporting with Microsoft SQL Server Reporting Services (MSSRS).
- Automated payment services through Tyler Technologies Tyler Payments environment.

COMPENSATION
& BENEFITS

COMPENSATION
The current pay scale ranges from $78,517.00 – $107,011.00.

BENEFITS

MEDICAL PLAN
- Blue Cross/Blue Shield: Health & Dental
- Humana: Vision
- Prescription drug coverage through OptumRX
- Teledoc
- AFLAC
- Flexible Spending Account

LIFE INSURANCE & DISABILITY
- Group Life Insurance (provided by the City of Pelham for employees)
- AFLAC
- Supplemental Benefits Plans (Voluntary Term Life Insurance; Accidental Death and Dismemberment; Long Term Disability)

RETIREMENT OTHER SAVINGS
- Retirement Systems of Alabama (RSA) State Retirement: Tier 1
- Deferred Compensation
- College Counts 529
- Discounted tuition through Faulkner University

HOLIDAYS & LEAVE
- Paid Leave: Twelve vacation days, twelve sick days, twelve holidays, one day of personal time

MISCELLANEOUS
- Employee Assistance Program
- Employee discounts at Ballantrae Golf Club
- Employee discounts at Pelham Racquet Club
- Membership at Pelham Recreation Center – Free to employees

HIRING
PROCESS

READY TO JOIN US? HERE ARE THE STEPS:

- Read the full job description and <u>apply online</u>.

- <u>Download an application</u> and email it and your resume to HR@pelhamalabama.gov. If you prefer to mail your application and resume, send them to the City of Pelham—Human Resources Department, P.O. Box 1419, Pelham, AL 35124.

- Applications and resumes will be accepted until 5:00pm on Monday, July 15, 2024.

- Selected candidates will participate in a panel interview.

- If offered a conditional offer of employment, the candidate must pass a background check and a pre-employment drug screen.

The City of Pelham does not discriminate on the basis of race, sex (including pregnancy), color, age, national origin, disability, or any other protected status. We base our hiring decisions on various factors, including skills and ability to perform the job, prior employment experience, employment references as to character and willingness to work, willingness to accept the offered salary and personal interviews. The City of Pelham is an equal-opportunity employer.