Yellowstone County
Senior Systems Analyst

Draft Class Specification · November 13, 2026

Class Spec Code	J
Bargaining Unit	NON
FLSA	Exempt
EEO	EEO2 – Professionals (HR to confirm)
Occupational Group	N/A
Benefit Code	General
Physical Class	N/A
Reports To	Information Technology Director

Job Summary

Under general direction of the I.T. Director, performs advanced professional and technical work analyzing County department and end-user needs; managing technology projects; and selecting, implementing, and supporting enterprise and public safety application software and their integrations, with particular emphasis on law enforcement, dispatch, in-car, and GIS systems. Establishes and maintains strong vendor and partner relationships. Serves as a technical lead and mentor to I.T. staff and, in the absence of the I.T. Director, helps oversee the daily operations of the department.

Scope of Responsibility

The incumbent is a working member of the I.T. Office whose primary assignment is public safety and enterprise applications and their integrations. The incumbent works independently with minimal guidance, sets precedent within established policy, administers operating rules and procedures, and uses judgment to select among alternatives. The incumbent works closely with department heads, elected officials, managers, and staff to understand their goals and deliver solutions that help them meet those goals.

As a secondary responsibility, the incumbent serves as the designated deputy to the I.T. Director. In that capacity the incumbent directs day-to-day I.T. operations when the Director is absent, maintains project accountability, and keeps stakeholders informed. This role does not carry ongoing supervisory authority over I.T. staff except as delegated by the I.T. Director.

Essential Duties & Responsibilities

Public Safety & Enterprise Applications

- Serves as the lead technical resource for the County's public safety applications, including the LERMS/New World records and CAD environment, Motorola in-car and mobile systems, and GIS applications used for dispatch, mapping, and field operations.
- Coordinates how these public safety systems work together, and with other County systems, so that law enforcement, detention, and emergency services staff have reliable, accurate information in the office and in the field.
- Serves as the lead technical resource for other County enterprise applications and understands how each department uses its solutions to meet its needs.

- Supports application interfaces and data sharing between public safety, GIS, and enterprise systems, coordinating with the Development team on database and integration work.
- Ensures interfaces and configurations continue to function properly when systems are upgraded or changed.
- Troubleshoots and resolves complex issues with existing systems, software, hardware, and mobile technology, including in-vehicle equipment.
- Works with the Infrastructure team to address security, CJIS compliance, hosting, backup, and disaster recovery needs of application solutions.
- Participates in a shared 24/7 on-call rotation supporting public safety systems.

Technology Projects

- Leads departments in examining their technology needs and operations; evaluate new and existing systems.
- Takes on large-scale projects at the direction of the I.T. Director and works with internal and external stakeholders to implement them with minimal guidance.
- Provides project management for upgrades, custom programs, and implementations, including recommending costs, systems, hosting options, and work plans.
- Serves as liaison with internal and external I.T. staff, vendors, and contractors.
- Develops procedures and documentation for system transitions and usage.

Reporting & Data

- Works with departments to understand reporting needs and delivers usable reports from application reporting tools, coordinating with the Development team on underlying data.
- Supports data needs for system conversions, GIS mapping, and public safety reporting.

Deputy to the I.T. Director

- In the absence of the I.T. Director, directs the day-to-day work of I.T. staff, maintains project accountability, and provides status updates to stakeholders.
- Participate in staff and management meetings to communicate objectives, share updates, and gather feedback.
- Ensures technical support requests are tracked and completed on schedule and to a high standard of quality.
- Provides technical leadership, training, and mentorship to I.T. staff; assists the I.T. Director with recruiting, onboarding, and coaching.

Training & Workflow Support

- Assists the I.T. technology trainer in creating training materials, guides, and documentation for County applications, including public safety systems.
- Helps departments analyze and develop workflows that make effective use of their applications.

Performs related duties as assigned.

Other Necessary Requirements

- Assists the I.T. Director with budget forecasting, tracking software and maintenance spending, and identifying cost savings.
- Coordinates with vendors to secure advantageous terms for software, hardware, and services, and ensures timely delivery and setup.
- Help develop and enforce I.T. policies and procedures for data security, access control, and system integrity.

- Assists with developing and maintaining application recovery components of the County's disaster recovery and business continuity plans.
- Research and recommends new technology solutions and best practices to improve County operations and service delivery.
- Participates in County-wide technology planning and prioritization as a member of the I.T. leadership team.

Minimum Qualifications

Education/Experience/Training

- Bachelor's degree in Computer Science, Information Systems, Information Technology, or a closely related field; and
- Four (4) years' experience in systems analysis, application support and administration, system implementations and integrations, or project management, including at least one (1) year leading projects or other technical staff; or
- Any equivalent combination of education and experience totaling eight (8) years.
- Demonstrated experience supporting enterprise applications and their interfaces, preferably in a public safety environment.

Desired Qualifications

- Experience with public safety systems such as LERMS/New World, CAD, Motorola in-car and mobile systems, and GIS applications.
- Local government or public sector experience.
- Experience in project management (e.g., PMP), cloud platforms, or GIS; CJIS security awareness.
- Experience with cloud application support, reporting, and integrations.
- Experience with HTML, JavaScript, C#/.NET, and/or Visual Studio.

Finalist(s) must pass a State and Federal criminal background check.

Required Knowledge, Skills and Abilities

Knowledge of

- Yellowstone County's information systems, environment and public sector I.T. policies, practices, and procedures.
- Business systems analysis, systems development, and the operation of complex enterprise applications.
- Public safety systems, including law enforcement records management, CAD, in-car and mobile systems, GIS, and the FBI CJIS Security Policy as it applies to them.
- Application integration methods, including web services, APIs, and data import/export.
- Project management principles and practices.
- Information security principles applied to applications and data.
- Principles of leadership, team coordination, and budgeting.

Skill in

- Configuring, troubleshooting, and supporting enterprise and public safety applications.
- Analyzing business processes and translating them into technical requirements.
- Managing multiple projects and priorities to deadline.
- Thinking strategically and developing practical solutions.

Ability to

- Communicate effectively with clients and end users in their terms and translate that into system requirements.
- Define problems, collect data, establish facts, and draw valid conclusions.
- Read and interpret technical documentation, financial reports, contracts, and legal documents.
- Make clear presentations on complex topics to department heads, elected officials, and the Board of County Commissioners.
- Provide project leadership and mentorship to I.T. staff, and direct department operations when acting for the I.T. Director.
- Establish and maintain effective working relationships with the Board of County Commissioners, department heads, elected officials, employees, vendors, and the public.

Essential Physical Abilities & Working Conditions

The physical demands and work environment described here are representative of those required to perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Regularly required to sit and use hands and fingers to operate a computer; close vision and extended monitor use.
- Occasionally required to stand, kneel, stoop, crouch, or crawl, and to lift 5 to 25 pounds, when installing or moving equipment.
- Clarity of speech and hearing to communicate well with others.
- Personal mobility to serve County departments and the public and to enter, operate, and exit a motor vehicle.
- Work is in an office environment with moderate noise and frequent attention to detail and deadlines.
- Subject to after-hours work and on-call duty to resolve system problems.