



# Systems Analyst - CMS

Class Code:  
190-8 (CC-3)

Bargaining Unit: Non-Union Exempt

CITY OF APPLETON  
Revision Date: Aug 26, 2022

## SALARY RANGE

\$25.44 - \$38.16 Hourly  
\$52,915.20 - \$79,372.80 Annually

### NATURE OF WORK:

This is a professional staff position responsible for content management systems (CMS) and related applications. Work involves the design, administration, and support of the Internet and intranet websites, digital archiving systems, and their integrations and interfaces to and from the enterprise resource planning (ERP) system. This position supports highly visible IT services related to Appleton's citizens' and elected officials' user experience (UX) and City branding. Work is performed under the general supervision of the Lead Systems Analyst.

### JOB FUNCTIONS:

- Works with CMS providers to implement, administer, and support web content management (WCM) and enterprise content management (ECM) systems.
- Administers and supports citizen-facing, web-based, ERP applications.
- Ensures branding remains consistent and seamless across the UX.
- Ensures the user interface (UI) remains intuitive, inclusive, and accessible to a diverse population and workforce.
- Provides support to stakeholders, content managers, and communication specialists distributed across multiple departments.
- Administers and supports digital archiving systems for email, documents, video, records, evidence, and other structured and unstructured data.
- Works with IT developers, operations staff, and suppliers to support integrations, interfaces, imports, exports, and reports between, from, and to CMS, ERP, and other platforms and applications.
- Works with the IT operations team to administer and support the in-person and online public-meeting UX and related digital-records management.
- Supports online and card-present point-of-sale (PoS) systems. Oversees Payment Card Industry compliance.
- Assists the Lead Systems Analyst with general ERP support.
- Processes Freedom of Information Act public records requests.
- Ensures adherence to digital-records retention policies, resolutions, ordinances, and laws.
- Responsible and accountable for the cataloging, registration, and renewal of Internet domain names.

- Instructs IT staff how to troubleshoot and solve incidents and problems related to CMS, ERP, and PoS.
- Documents in-house knowledgebase articles, flowcharts, and diagrams pertaining to CMS, ERP, and PoS.
- Acts as a liaison with City stakeholders, IT suppliers, and IT operations staff.
- Participates in Information Technology on-call schedule.
- Maintains regular punctual and predictable attendance, works overtime and extra hours as required.
- Works on special projects as assigned.

## **REQUIREMENTS OF WORK:**

Bachelor's degree in Computer Science or related field, six to eight years application design/analyst experience, or any equivalent combination of education, experience and training which provides the following knowledge, abilities and skills:

- Comprehensive knowledge of content management systems, ERP systems, and systems design.
- Ability to apply training received in the use of new development tools and technology.
- Ability to develop systems, programs, forms, reports, and flow charts.
- Ability to operate computers and related hardware and instruct people in their use.
- Ability to lift 25 pounds.
- Ability to maintain confidentiality.
- Ability to establish and maintain effective working relationships with other employees and the public.
- Ability to lead team projects and work effectively in a team setting.
- Ability to understand and carry out complex oral and/or written instructions.
- Ability to work effectively with minimal supervision and conform to deadlines.
- Ability to sustain prolonged visual concentration.
- Ability to communicate effectively both orally and in writing.
- Ability to work occasional nights or weekends.
- Possess and maintain a valid Wisconsin driver's license.

## **SUPPLEMENTAL INFORMATION:**

### **COMPETENCIES**

Communication  
Self-directed/Autonomous/Accountable  
Problem Solving  
Technical/Professional/Strategic Skills  
Creative/Innovative

To learn more about these competencies click [here](#)

## **JOB TASK ANALYSIS:**

**JOB ANALYSIS/REQUIREMENTS**

**JOB TITLE:** Systems Analyst

**REVISED DATE:** August 2014

**REVIEW DATE:** August 2014

*N = Never*

*O = Occasionally: 1 to 33% of the time on job*

*F = Frequently: 34 to 66% of the time on job*

*C = Constantly: More than 67% of the time on job*

**A. PHYSICAL DEMANDS**

- 1. Standing
- 2. Walking
- 3. Sitting
- 4. Lifting: Light - max. 10 lbs.
- 5. Lifting: Moderate - max. 25 lbs.
- 6. Lifting: Heavy to moderate - max 45 lbs.
- 7. Lifting: Heavy - max. 65 lbs.
- 8. Carrying est. wt. 20#
- 9. Pushing est. wt. 30#
- 10. Pulling est. wt. 30#
- 11. Pulling hand over hand
- 12. Climbing stairs
- 13. Climbing, use of legs and arms
- 14. Balancing
- 15. Stooping
- 16. Kneeling
- 17. Repeated bending
- 18. Crawling
- 19. Reaching:  high  low  level
- 20. Repetitive finger movement
- 21. May use hands for grasping
- 22. May use hands for manipulation
- 23. May use hands for twisting of wrist
- 24. May use hands for flex/ext. of wrist
- 25. May use hands for reaching
- 26. May use hands for overhead work
- 27. Repetitive twisting or pressure involving wrists or hands
- 28. Both hands required
- 29. Both legs required
- 30. Ability of rapid mental/muscular coordination simultaneously
- 31. Oral communication: speaks clearly in  Spanish  English  Hmong  Other:
- 32. Hearing-conversation
- 33. Intense visual concentration
- 34. Specific visual requirements
- 35. Depth perception
- 36. Color vision: Distinguish basic shades
- 37. Color vision: Distinguish basic colors
- 38. Operation of crane, truck or motor vehicle
- 39. Other:

	N	O	F	C
1. Standing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Walking	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Sitting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4. Lifting: Light - max. 10 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Lifting: Moderate - max. 25 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Lifting: Heavy to moderate - max 45 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Lifting: Heavy - max. 65 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Carrying est. wt. 20#	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Pushing est. wt. 30#	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Pulling est. wt. 30#	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Pulling hand over hand	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Climbing stairs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Climbing, use of legs and arms	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Balancing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Stooping	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Kneeling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Repeated bending	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Crawling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Reaching: <input type="checkbox"/> high <input type="checkbox"/> low <input checked="" type="checkbox"/> level	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. Repetitive finger movement	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
21. May use hands for grasping	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
22. May use hands for manipulation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. May use hands for twisting of wrist	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. May use hands for flex/ext. of wrist	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. May use hands for reaching	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26. May use hands for overhead work	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27. Repetitive twisting or pressure involving wrists or hands	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
28. Both hands required	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
29. Both legs required	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30. Ability of rapid mental/muscular coordination simultaneously	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
31. Oral communication: speaks clearly in <input type="checkbox"/> Spanish <input checked="" type="checkbox"/> English <input type="checkbox"/> Hmong <input type="checkbox"/> Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
32. Hearing-conversation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
33. Intense visual concentration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
34. Specific visual requirements	Near: <input checked="" type="checkbox"/>		Far: <input type="checkbox"/>	
35. Depth perception	Yes <input checked="" type="checkbox"/>		No <input type="checkbox"/>	
36. Color vision: Distinguish basic shades	Yes <input checked="" type="checkbox"/>		No <input type="checkbox"/>	
37. Color vision: Distinguish basic colors	Yes <input checked="" type="checkbox"/>		No <input type="checkbox"/>	
38. Operation of crane, truck or motor vehicle	Yes <input type="checkbox"/>		No <input checked="" type="checkbox"/>	

**B. WORKING CONDITIONS**

- 1. Outside
- 2. Alternating between Outside and Inside
- 3. Heat between 90 - 100 degrees
- Heat over 100 degrees
- 4. Cold below 55 degrees
- 5. Temperature changes:  excessive  frequent
- 6. Wetness
- 7. Dry atmospheric conditions
- 8. Confined spaces
- 9. Heights (list maximum: )
- 10. Constant noise above 85 decibels
- 11. Intermittent noise above 85 decibels
- 12. Vibration
- 13. Fumes:  Irritant  Toxic
- 14. Dust: More than nuisance
- 15. Gases: Types: \_\_\_\_\_
- 16. Chemicals: Types: \_\_\_\_\_
- 17. Grease and oils: Types: \_\_\_\_\_
- 18. Working with machinery with moving parts
- 19. Working with moving vehicles
- 20. Working with ladders/scaffolding
- 21. Working below ground
- 22. Working with hands in water
- 23. Working alone
- 24. Work intensity:  sedentary  light  light/medium  medium  heavy Hours/day:8 Days/week:5 Days overtime/week

	N	O	F	C
1. Outside	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Alternating between Outside and Inside	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Heat between 90 - 100 degrees	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heat over 100 degrees	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Cold below 55 degrees	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Temperature changes: <input type="checkbox"/> excessive <input type="checkbox"/> frequent	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Wetness	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Dry atmospheric conditions	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Confined spaces	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Heights (list maximum: )	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Constant noise above 85 decibels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Intermittent noise above 85 decibels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Vibration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Fumes: <input type="checkbox"/> Irritant <input type="checkbox"/> Toxic	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Dust: More than nuisance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Gases: Types: _____	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Chemicals: Types: _____	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Grease and oils: Types: _____	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Working with machinery with moving parts	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Working with moving vehicles	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. Working with ladders/scaffolding	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. Working below ground	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. Working with hands in water	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. Working alone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. Work intensity: <input checked="" type="checkbox"/> sedentary <input type="checkbox"/> light <input type="checkbox"/> light/medium <input type="checkbox"/> medium <input type="checkbox"/> heavy Hours/day:8 Days/week:5 Days overtime/week	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>