City of Woodland

SENIOR SYSTEMS ANALYST

DEFINITION
To perform the daily administration of computer and/or communication systems within the City's information systems infrastructure. To assist with the implementation, administration, monitoring and support of information technology systems including the wide area and local area network infrastructure, physical and virtual server and desktop systems, and disk storage systems. To perform advanced desktop computer configuration and support; to serve as primary interface between users and vendors regarding technical issues; provides direct administrative and technical support to the division manager; to support technical infrastructure procurement process; plans, schedules, assigns and reviews the work of assigned technical support staff in the Information Technology Division of the Department of Administrative Services; performs highly responsible, professional, and complex technical work; to manage the portion of the Information Technology Division budget for end-user hardware, peripherals, and desktop software applications; performs related work as required.

SUPERVISION RECEIVED AND EXERCISED
General direction is provided by the Information Technology Manager. Responsibilities include direct or indirect supervision of lower level clerical and technical positions. Exercises discretion and independent judgment with respect to assigned duties.

EXAMPLES OF DUTIES
The following are typical illustrations of duties encompassed by the job class; not an all-inclusive or limiting list.

ESSENTIAL JOB FUNCTIONS:
Administer assigned information systems. Perform daily system administration tasks such as configuring user access, reviewing system logs, conducting backup/recovery processes, and testing disaster recovery procedures. Investigate issues with system operation, troubleshoot errors, research corrective approaches, and implement changes as needed to maintain systems in optimum working order. Assist with configuration, troubleshooting and maintenance of server and storage area network, physical and virtual systems, and network equipment. Provides Tier2 technical support of the City's technology infrastructure. Participate with planning and coordination of the technology infrastructure procurement process; evaluate and recommend various hardware and software products for purchase; work with outside vendors and consultants. Monitor and maintain telecommunication activities including telephone switching systems, telephone carrier services. Ensure appropriate balance between established system architectures and customer functional needs. Design, plan, and implement new system installations and existing system upgrades. Develop budget input for projects, obtain approval as needed from higher authorities, and coordinate implementation with customers and

other service providers. Create and manage work plans, schedules, and status reports. Perform data collection and produce reports or other products as needed to keep management abreast of system/project status. Prepare and deliver presentations to customers, department representatives, management, elected officials, or the general public on information systems issues. Regular, predictable, consistent and timely attendance is an essential function of the position, in that the failure of such attendance undermines the City's ability to provide critical services to employees, department and the public.

OTHER JOB FUNCTIONS:
Administer contracts with external service providers and act as contractor liaison. Work with vendors to ensure system operability/functionality and to ensure success of system implementations.   Monitor time and cost expenditures and recommend contract changes as necessary. Participate in the development and implementation of the City's information technology goals, objectives, policies, and priorities. Maintain fundamental understanding of technology, practices and trends, including system development and administration. Assist in assessing the strategic direction of information technology and in developing strategic plans for use of new technology. Understands principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures. Promote safety in the workplace, ensure adherence to security and data confidentiality guidelines, and provide input on operational processes and procedures. Implements principles and procedures of public safety environment application support. Serve in a stand-by status after regular working hours and respond to emergency call-outs as needed to maintain system operations. Make independent decisions on actions to be taken during a call-back and on when to involve other support personnel. Perform general office duties, conduct data entry, prepare and file routine reports and correspondence. May act as Information Technology Manager, as assigned Perform related duties as assigned.

QUALIFICATIONS:

Knowledge of:
Current computer industry technology, practices, trends, and terminology; including computer system operations, administration, maintenance, and networking. Operation and maintenance of computer components including servers, Storage Area Networks (SAN's), computers, workstations, terminals, printers, monitors, hard drives, video cards, memory, modems, telephone systems systems and related software such as operating systems (Linux and Windows), VMWare, databases, word processing, spreadsheet, Internet browsers and utilities. Principles, procedures, practices, and techniques related to complex data processing operations in a networked computing environment.   Approaches   to   systems   analysis/design,   project management/implementation, and software development/maintenance. Advanced principles and practices of local and wide area networks, including the implementation, system administration, and maintenance of client-server hardware, network operating systems, voice and data communication devices, infrastructure components, Internet capabilities, and wireless technology. Principles, practices and techniques related to database management, design. Implementation and maintenance of Internet capabilities through web page development software, programming languages, graphics programs, or other utilities. Operation and configuration of video conferencing, video

and sound systems, projectors, and other equipment used for presentation capabilities. Standard testing and troubleshooting techniques. Principles and practices of project management. Research techniques and procedures; business letter writing and basic report preparation. Safe work practices. Job planning, prioritizing, and scheduling techniques. Supervisory and personnel management duties and responsibilities.

Skill to:
Administer a wide variety of computer systems hardware and software. Analyze systems data and situations, identify problems, reason logically and creatively, make decisions, and take appropriate action. Troubleshoot hardware and software problems and make appropriate modifications and repairs. Prepare accurate correspondence, reports, maps, diagrams, graphs, charts, exhibits, displays and other descriptive material. Supervise, train, plan, organize, schedule, assign, review and evaluate the work of assigned staff to most effectively meet the needs of the City. Respond appropriately, effectively and promptly to the needs of internal and external customers using principles of good customer service. Collect, organize and analyze data. Conduct any data entry functions accurately and timely. Develop cooperative public relations with other City departments, businesses, and the general public.

Ability to:
Operate and maintain a wide variety of computer systems hardware and software. Communicate effectively, both orally and in writing. Establish and maintain effective work relationships with coworkers and those contacted in the performance of required duties. Learn the functions of various City departments and divisions. Perform duties independently and with minimal supervision. Organize and prioritize work, and meet critical time deadlines. Clear communication and provide good customer service to users. Prepares and maintains complete files, records and documentation of work performed. Meet the physical requirements necessary to safely and effectively perform the assigned duties.

MINIMUM EDUCATION AND EXPERIENCE:

Education & Experience
Bachelor's degree (or the equivalent of 120 completed semester units) from an accredited college or university with a major coursework in computer science, information technology, or a closely related field. Possession of specialized computer/technical related certificates may be substituted for some required college education. Plus 2 years experience in a similar position similar to an IT Analyst.

OR

Associate's degree (or the equivalent of 60 completed semester units) from an accredited college or university with a major coursework in computer science, information technology, or a closely related field. Possession of specialized computer/technical related certificates may be substituted for some required college education. Plus 5 years experience in a similar position similar to an IT Analyst.

License or Certificate:
Possession of a valid California Driver's License.

ADA COMPLIANCE

Physical Ability: Positions in this class typically require climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, hearing, seeing, and repetitive motions.

Heavy Work: Exerting in excess of 50 pounds of force occasionally, and/or in excess of 20 pounds of force constantly to move objects.

Other Requirements:
Sensory Requirements: Requires the ability to recognize and identify similarities and differences between shade, degree or value of colors, shapes, sounds, forms, textures or physical appearance associated with objects and people.

Environmental Factors: May be subjected to moving mechanical parts, electrical currents, vibrations, fumes, odors, dusts, gases, poor ventilation, chemicals, oils, extreme temperatures, work space restrictions, intense noises, and environmental dangers.

Council Action: