



INFORMATION TECHNOLOGY ANALYST

DEFINITION

Under general supervision, perform a variety of technical duties in support of the City's information technology division; assist in the maintenance and administration of the day-to-day operations of the City-wide network; to provide technical and non-technical support for computer equipment and related network; provide training and technical assistance to users as needed; to provide operational support of the computer network and computer system; to troubleshoot hardware and software problems; installs hardware equipment and software applications; and to perform related work as required.

SUPERVISION RECEIVED AND EXERCISED

Immediate supervision is provided by the Senior Analyst or his/her designee. Responsibilities may include the indirect supervision of lower level clerical and technical positions.

Systems Analyst:

The Systems Analyst focus will be in the core hardware and software used by the city to conduct daily business. This includes deployment of new hardware and software required to keep the core network and services online and running smoothly.

Application Analyst:

The Application Analyst focus will be on specialty applications used by the city to conduct daily business. This includes deployment of new systems, testing upgrading and training. Analysis of current business processes and proposing solutions to improve those processes using technology, as well as creating reports as needed for various departments.

EXAMPLES OF DUTIES

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

ESSENTIAL JOB FUNCTION:

Operate and maintain network computer systems, data communication devices, cabling systems, and software applications. Troubleshoot technical problems reported, including software, hardware, communication, or network-related problems with end users; independently resolves routine problems. Provide maintenance support and repairs on computer systems and network servers; install operating system upgrades; configure system software; monitor, hardware and software performance; maintain a current backup of all system information; build. Review, plan, install, and maintain

network hardware and operating system software on computer network.. Perform routine system administration tasks as needed to respond to customer needs, such as configuring user access, configuring printer/workstation settings on the network, and recovering files from backup. Implement minor system upgrades and modifications. Test programs to ensure correct operations and no adverse impact affects programs or systems. Integrate and configure systems as needed. • Maintain records, including a complete and current inventory of all computer equipment, data communication equipment and software versions. Research and evaluate various hardware and software technologies; assist with analysis and recommendation of hardware/software solutions. Respond to Help Desk requests from City staff and prioritize response. Perform other duties as assigned. 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:

Promote and maintain safety in the workplace. Ensure adherence to security and data confidentiality guidelines, and provide input on operational processes and procedures. Serve in a stand-by status after regular working hours and respond to emergency call-outs. Perform general office duties; conduct data entry, prepare and file routine reports and correspondence. Consult with the Information Technology Manager regarding all City standards on computer systems. Prepare and assist in presentations to City Council, miscellaneous committees, and local interest groups. Perform related duties as assigned.

QUALIFICATIONS:

Knowledge of:

Current computer industry technology, practices trends, and terminology; including computer system operations, maintenance, and networking. Operation and maintenance of computer components including servers, computers, workstations, terminals, printers, monitors, hard drives, video cards, memory, modems, and related software such as operating systems (Linux and Windows), databases, word processing, spreadsheet, Internet browsers and utilities. Principles and practices of local and wide area networks, including the implementation and maintenance of client-server hardware, network operating systems, data communication devices, infrastructure components, Internet capabilities, and wireless technology. Principles, practices and techniques related to database management. 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. Research techniques and procedures; business letter writing and basic report preparation. Safe work practices. Job planning, prioritizing, and scheduling techniques.

Skill to:

Troubleshoot hardware and software problems and make minor modifications and repairs. Prepare accurate correspondence, reports, diagrams, graphs, charts, exhibits, displays and other descriptive material. Train and monitor departmental staff in the operation of existing or new systems including explaining concepts to non-technical users. Collect, organize and analyze data. Conduct any data entry functions accurately and timely. Provide technology resources to improve business processes.

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. Work with minimal supervision. Meet the physical requirements necessary to safely and effectively perform the assigned duties. Prepares and maintains complete files, records and documentation of work performed.

MINIMUM EDUCATION AND EXPERIENCE:

Education & Experience:

Associate's degree (or the equivalent of 60 completed semester units) from an accredited college or university with major course work in computer science, information technology, or a closely related field. Possession of specialized certificates in computer networking or related disciplines may be substituted for some or all required college education. Plus 2 years experience in a position similar to an IT Technician II.

OR

High School Diploma or equivalent. Plus 4 years experience in a similar position.

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: