

INFORMATION TECHNOLOGY ANALYST I/II

DEFINITION

Under general direction of the assigned supervisor, performs a variety of professional level work, based on assignment, in support of the City's communications network infrastructure, hardware and software databases and website; manages operational systems, network infrastructure and communication systems.

DISTINGUISHING CHARACTERISTICS

Information Technology Analyst I - This is the entry level class in the Information Technology Analyst series that allows the incumbent to develop journey level knowledge and abilities. This class is distinguished from the journey level by the performance of the more routine tasks and duties assigned to positions within this series. Employees at this level are not expected to perform with the same independence of direction and judgment on matters allocated to the journey level. Since this class is typically used as a training class, employees may have only limited or no directly related work experience. Employees work under general supervision while learning job tasks.

Information Technology Analyst II - This is the journey level class within the Information Technology Analyst series and is distinguished from the I level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

SUPERVISION RECEIVED

Direction is provided by the assigned supervisor.

SUPERVISION EXERCISED

Responsibilities may require technical and functional supervision of lower level staff.

ESSENTIAL DUTIES

Duties may include, but are not limited to the following:

Provides systems support for the City's communications network infrastructure, including analysis, diagnosis, maintenance and troubleshooting of operating, database, network systems and telephony systems.

Designs, tests and implements computer applications and systems related to areas of assignment.

Analyzes and solves operating problems; makes system modifications as necessary; evaluates and makes recommendations regarding requests from departments related to systems and/or the feasibility of computer applications.

ESSENTIAL DUTIES (continued)

Evaluates operations and activities of customer support; recommends improvements and modifications; prepares various reports on operations and activities.

Manages IT projects involving multiple City departments.

Assists and/or develops, and revises City policies, procedures, and programs related to the assigned area of responsibility.

Prepares technical and administrative reports; trains users in operational procedures and prepares related written instructions.

Leads and/or participates in helpdesk activities; establishes criteria for priority and urgency response; performs the most difficult troubleshooting and problem resolution related to hardware and software issues.

Forecasts technology needs of City programs, including but not limited to, PC replacements, printer replacement, server replacement, network equipment replacement and best fit.

Oversees asset management related to networking equipment such as servers, routers and switches.

Maintains servers and related infrastructure; provides advanced level support for applications and desktops, backup and recovery; maintains telephone and email servers, call manager servers, call accounting, and web-based software maintenance and support.

Maintains and supports directory and authentication services, email and collaboration services and application service provision.

Prepares and maintains system procedures and documentation; monitors systems and network resources; maintains and administers security systems and methodologies.

Maintains and implements internal control, network security and other security systems for computer and telecommunication data, systems and hardware protection.

Monitors disk storage space and backup management; monitors performance.

Maintains, troubleshoots and tunes database infrastructure and software for peak performance and stability.

Develops, configures and maintains websites, web applications and related web-based technology; modifies website pages that support department goals and objectives and allows for the public interaction; supports and troubleshoots web applications.

ESSENTIAL DUTIES (continued)

Maintains and updates manuals, codebooks, templates, web pages for departments, and computer control tables.

Researches, plans, installs, configures and tests new systems; maintains and upgrades existing systems and interfaces; applies software updates to servers and schedules periodic server cycling.

Builds and maintains positive working relationships with co-workers, other City employees, vendors, other public agencies and the public using principles of good customer service.

Performs related work as necessary.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Principles and practices of computer operating systems, analysis, design and documentation.

Computer operating systems, local area networks and data communications software and hardware and network technology and environment.

Principles and practices of website design, configuration, security and maintenance.

Servers, server operations and operating systems.

Computer operating methods, languages and procedures.

Current web tools, including but not limited to, html, xml, IIS.

Current internet standards and web usability and information architecture.

Networking and telephony standards and principles.

Principles and techniques of various Internet and data communication systems.

Internet security practices and standards.

Techniques for providing a high level of customer service to public and City staff, in person and over the telephone, written or electronically.

Perform professional work in support of the City's communications network infrastructure, hardware and software, databases and website.

Analyze, diagnose, maintain, and troubleshoot operating, database, telephone, and network systems.

JOB RELATED AND ESSENTIAL QUALIFICATIONS (continued)

Ability to:

Maintain and administer security systems and methodologies.

Train or instruct on-line users in the use of computer equipment and operating procedures.

Prepare a variety of reports and maintain accurate records and files.

Maintain confidentiality as necessary.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Analyze, troubleshoot, install and maintain highly technical and complex operating programs.

Write operating instructions and procedures for electronic data processing machine applications.

Provide advanced end-user support, including researching user complaints and issues and answering technical questions.

Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.

EXPERIENCE AND EDUCATION

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Information Technology Analyst I

Education: Equivalent to a Bachelor's Degree from an accredited college or university with major course work in computer science, information systems, or a related field. Two (2) years of professional experience performing duties similar to that of an Information Technology Analyst I with the City may be accepted in lieu of the required education.

Experience: No professional experience is required.

Licenses and Certificates: Possession and maintenance of a valid Class C California Driver's License. Microsoft Certified Professional (MCP) certification is desirable.

EXPERIENCE AND EDUCATION (continued)

Information Technology Analyst II

Education: Equivalent to a Bachelor's Degree from an accredited college or university with major course work in computer science, information systems, or a related field. Four (4) years of professional experience performing duties similar to that of an Information Technology Analyst I with the City may be accepted in lieu of the required education.

Experience: Two (2) years responsible professional experience performing duties similar to that of an Information Technology Analyst I with the City.

Licenses and Certificates: Possession and maintenance of a valid Class C California Driver's License. Microsoft Certified Professional (MCP) certification is desirable.

SPECIAL REQUIREMENTS

Essential duties require the mental and/or physical ability to: work in a standard office environment and use standard office equipment and current software; grasp, perform repetitive hand movements and fine coordination to prepare documents and data using a computer keyboard and mouse/trackball; sit for prolonged periods of time; stand, walk, reach, twist, turn, kneel, bend, squat and stoop in the performance of daily office activities; converse by telephone, email, in person, and to small or large groups and be clearly understood; travel to various locations and participate in meetings to conduct City business; read and comprehend technical and complex documents; interact with the public and all different levels of City staff in an effective and professional manner; and safely lift, carry and maneuver office supplies and computer related equipment, documents, or boxes of, weighing up to 40 pounds. Essential functions must be performed with or without reasonable accommodations.

PROBATIONARY PERIOD: One (1) Year

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APP GROUP: 4

FPPC STATUS: Non-Designated

FLSA STATUS: Exempt