



# Information Technology Analyst

---

## Class Specification

Revised 9/23

Class ID: 510

Unit: MGMT

Probation: 12 Months

FLSA: Exempt

### DEFINITION

Under general supervision, performs a variety of professional level work supporting, implementing, analyzing, maintaining, and managing computer hardware, software, database systems, communications and network infrastructure, and the City website; performs related duties as assigned.

### SUPERVISION RECEIVED AND EXERCISED

Receives supervision from the Chief Information Officer/Information Technology Director. Exercises no supervision of staff but may provide technical direction to lower-level staff.

### DISTINGUISHING CHARACTERISTICS

This is a journey level position requiring training and experience in computers, network, and system administration. Employees at this level perform the full range of duties and receive only occasional instruction or assistance as new, unusual situations arise and are fully aware of the operating procedures and policies within the work unit.

This class is distinguished from the Senior Information Technology Analyst position in the lower level of autonomy, skill set, independent decision-making capabilities, and the nature and extent of managing multiple projects and disciplines.

### EXAMPLES OF JOB FUNCTIONS (Illustrative Only)

Provide application, website, hardware, and network system support in area of assignment; respond to inquiries for service from staff; resolve operational and service problems.

Maintain system program staff files, documentation, and records; update control logs and inventories; prepare system documentation and departmental reports.

Perform data restores as needed and ensure the City complies with the established back-up retention policy.

Assist in designing, deploying, and maintaining the Citywide telecommunications systems, all hardware and software associated with the system, and configuring and administering the network hardware needed to make the telecommunications system operate properly.

Confer with users regarding operating problems, perform routine troubleshooting, and identify alternative courses of action; assist users in securing resources and services necessary to resolve problems.

Research, evaluate, and recommend alternative hardware and software applications and workflow sequence.

Install and configure enterprise-level computer software systems; install, maintain, and troubleshoot a variety of computer network and auxiliary equipment, such as servers, router switches, and related peripheral equipment.

Provide technical instruction, general training, advice, and support to staff in the use of equipment, procedures, and software; develop and implement training programs; assist customers with analysis of business processes.

Perform system administration functions including regular system backup, identify hardware problems, make minor repairs, correct deficiency in database capacity, configure software and provide documentation, operating system updates.

Plan and review site architecture for new website products and features; customize applications and develop sites based on business requirements and user needs.

Program computer applications using various software tools such as report writers, query languages, and software development tools to enhance and/or modify existing applications.

Research, evaluate, and recommend enhancements to the existing systems and new software products.

Review current operational procedures for the purpose of identifying economical and feasible methods of automating workflow.

May be assigned to participate on various internal and external committees and/or user groups.

Attend meetings and conferences to keep current in industry best practices.

Build and maintain positive working relationships with co-workers, other City employees, and the public using principles of good customer service.

Perform related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Current principles of computer system operations and networking, telecommunications, and peripheral components including systems analysis and development, and data communications.
- Current computer hardware, software applications, security and network monitoring techniques, disaster recovery, best practices, and current trends in the computer industry.
- Network operating systems, design, protocols, construction, administration, and maintenance. Principles and practices of local and wide-area networks management, administration, analysis, design, programming, and maintenance.
- Principles and practices of project management and workflow analysis, and effective project and technical documentation.
- Network software packages, including office automation, word processing, graphics, spreadsheet, and data processing applications and programs.
- Troubleshooting techniques, diagnostics, and repair of network, communication, and information systems issues.

### **Skill or Ability to:**

- Read, understand, interpret, and apply technical information.
- Diagnose, solve, and prepare implementation process to operational and technical issues.
- Install, monitor, modify, and maintain system software and prepare computer programs for business applications.
- Manage projects and assignments.

- Assist in the development and monitoring of an assigned program or project budget; project, track, and reconcile expenses.
- Learn new systems and programs as dictated by future technological advancements and City needs.
- Provide instruction and training to City staff.
- Exercise sound independent judgment within established guidelines.
- Communicate effectively orally and in writing.
- Maintain accurate records and prepare clear, concise, and effective correspondence, reports, and other written materials.
- Establish and maintain effective, cooperative, and collaborative working relationships with others.
- Respectfully and effectively collaborate with a variety of people of varying backgrounds and roles. Demonstrate tact, professionalism, and diplomacy.

### **Education and Experience:**

Any combination of education and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Possession of a Bachelor's degree from an accredited college or university with major course work in computer science, information systems, or a related field, and two (2) years of progressively responsible professional experience in information technology.

### **License and Certificate:**

- Possession of a valid driver license and a satisfactory driving record throughout employment.
- Microsoft MSCA/MSCE certifications, VMWare Certified Professional (VCP) certification, CCNP, LINUX, and/or Microsoft Certified Professional (MCP) certifications are desirable.

### **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Hand-eye coordination is necessary to operate computers and various pieces of office equipment. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. While performing the duties of this job, the employee is occasionally required to sit, stand, climb or balance, bend, stoop, kneel, crouch or crawl, walk, use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. Standing in and walking between work areas is frequently required. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds with the use of proper equipment.

### **ENVIRONMENTAL CONDITIONS**

Work is performed mostly in office settings with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. The position requires flexible work scheduling including evening and weekend hours as required; ability to travel to different sites and locations; availability for shift work, 24-hour on-call, and stand-by.