



Senior Information Technology Analyst

Class Specification

Revised 9/23

Class ID: 511

Unit: MGMT

Probation: 12 Months

FLSA: Exempt

DEFINITION

Under general direction, performs advanced, specialized information technology work supporting network operating systems and infrastructure, and in the development, design, planning and implementation of complex applications and technologies; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives supervision from the Chief Information Officer Information Technology Director. Exercises no direct supervision over staff. May provide technical and functional direction to lower-level staff.

DISTINGUISHING CHARACTERISTICS

This is an advanced journey-level class in the Information Technology Analyst series. The incumbent performs advanced, specialized professional support, utilizing skills that require technical expertise and an understanding of complex analytical procedures and systems while working with a significant amount of independent authority and judgment. The Senior Information Technology Analyst is distinguished between the Information Technology Analyst in that the latter requires a high-level technical and specialized network systems expertise as well as provides lead direction to lower-level support classifications.

EXAMPLES OF JOB FUNCTIONS (Illustrative Only)

Plan, design, install, and support systems of data and telecommunications, and network infrastructure, equipment, servers, and applications to achieve optimum performance.

Maintain network including backup and restore, file maintenance, server capacity, and user access; Review technological network-related needs and recommends appropriate solutions; evaluate and monitor cost acquisition of network- and server-related items to obtain the best results; meet budget guidelines and ensure system compatibility. Develop security and integrity of network systems to ensure protection from inappropriate access or destruction; design and execute disaster recovery plans.

Develop, implement, and maintain system policies and procedures to ensure the accessibility, integrity, and security of the City's data, applications, and computer equipment; design and execute disaster recovery plans.

Install, maintain, and troubleshoot a variety of computer, network, and auxiliary equipment, such as servers, routers, switches, and related peripheral equipment.

Assist in designing, deploying, and maintaining City-wide telecommunication system, all hardware and software associated with the system, and configuring and administering the network hardware needed to make the telecommunication 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 available solutions and procure technology equipment or services; research specifications

and costs; maintain records, and research and prepare technical and administrative reports, and technical system documentation.

Develop training materials and provide training to users and other support staff.

Prepare periodic reports and summaries as needed; maintain records and departmental equipment inventory; develop and evaluate customer service surveys.

Inspect work by employees and vendors, in progress and upon completion, to ensure compliance with standards and specifications; communicate to departments of work progress, operating problems, and actual or potential delays. Coordinate services and monitor terms and agreements provided by vendors and independent contractors. Act as liaison between vendors, technical support, and departments to resolve complex problems related to area of assignment.

May be assigned to participate on various internal or 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.

Develop training materials and provide training to users and other support staff.

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.
- Complex 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 producing 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 complex technical information.
- Diagnose, solve, and prepare implementation process to complex operational and technical issues.
- Install, monitor, modify, and maintain system software and prepare complex computer programs for business applications.
- Manage complex 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 four (4) 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.
- MCSE, CCNP, and CCIE technology certifications from Microsoft and/or Cisco and/or Microsoft Certified Professional (MCP) certification 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.