

INFORMATION TECHNOLOGY ANALYST

Salary Range: 39 (Public Service Salary Schedule)

DEFINITION

Performs a variety of professional level work in designing, installing, managing, updating, integrating, troubleshooting and securing information technology systems; provides professional level analysis and guidance to help solve business problems; operates computer equipment as required; and provides functional and technical assistance to City personnel.

DISTINGUISHING CHARACTERISTICS

This is a journey level class with responsibility for the full range of technical and professional functions necessary to accomplish the tasks and duties in the assigned area with minimal direction or assistance.

SUPERVISION RECEIVED AND EXERCISED

The Information Technology Analyst reports to the Information Technology Manager or designee, and may provide technical direction or functional supervision over support staff as needed.

ESSENTIAL DUTIES, KNOWLEDGE, AND ABILITIES

Functional Assignment Areas:

While the majority of duties assigned to a position typically fall within one functional assignment area, incumbents may also be assigned duties that cross multiple areas.

All Functional Assignment Areas:

- Provides technical support, leadership and training for IT staff and other users.
- Prepares clear and concise program documentation, user procedures and instructions.
- Serves as a liaison with other divisions, departments or program representatives.
- Responds to IT related inquiries from outside agencies regarding City activities.
- Prepares and/or develops comprehensive written reports; maintains complete files, records and documentation of work performed.
- Develops and maintains technical expertise in assigned areas including awareness of current hardware, software, laws, regulations and rules.
- Attends meetings and may serve on various committees or boards relative to division activities.
- May coordinate programs which cross division or department lines.
- Performs related duties as assigned

Infrastructure Services:

- Participates in the design of technology infrastructure solutions.

- Performs monthly VDI base image updates and administers virtual desktop pools; administers VDI profiles and application layering; installs and upgrades components of the VDI infrastructure; provides technical support to users of the VDI infrastructure.
- Administers the VMware vSphere environment and performs vCenter and ESXi host updates and upgrades as needed.
- Administers Windows server infrastructure services including Active Directory, DNS, DFS, and DHCP. Manages Active Directory users and groups, logon\logoff\startup\shutdown scripts, group policies, file shares and access permissions. Performs basic Microsoft Exchange server administration tasks such as creating mailboxes, contacts, and distribution groups. Administers print servers and multifunction print devices.
- Automates tasks and processes whenever possible through advanced scripting techniques and group policy management.
- Participates in the regular deployment of security patches and updates to server, network, and storage systems; administers enterprise antivirus management systems ensuring security of network devices, servers and workstations.
- Evaluates and recommends vendor hardware and software products for purchase; purchases and installs server, network, and storage system hardware and replaces faulty equipment or equipment which has reached end of useful life; tracks equipment information including status, location, warranty and hardware replacement status in the inventory management system.
- Configures, troubleshoots and performs maintenance on server and disk storage systems, routers, switches, and related equipment; coordinates problem resolution with outside vendors including outside consultants.
- Upgrades and maintains server applications used by City departments.
- Renews and documents hardware maintenance and software support contracts which have been approved and included in the Information Technology Division budget.
- Manages internal technology infrastructure projects, provides cost estimates, tracks project progress, prepares and presents project status reports.
- Assists in establishing standards for the use of network system resources.

Application Services:

- Coordinates and monitors information technology operational systems for the City including analyzing, diagnosing, maintaining, and troubleshooting assigned system areas such as applications, operating systems, and database systems.
- Performs configuration, modification, testing and implementation of vendor software; develops, coordinates and implements plans to test business and functional processes during system development and quality assurance testing.
- Assists with the installation of new and existing software; ensures training of staff in the use of new and existing software.
- Conducts systems analysis; develops business and technical requirements; designs functional and technical specifications; writes source code; tests applications.
- Assists with the planning and coordination of migrations from legacy systems and the implementation of ongoing maintenance of new computer systems.

- Performs technical and functional troubleshooting and on-call support; installs and tests upgrades and system patches; tracks problems and requests for system enhancements and upgrades and resolve problems as they occur.
- Installs, configures, and maintains SQL server, including capacity planning, installation and configuration of SQL management tool and client uses.
- Provides support for specific department applications; tests programs and applications from user's perspective.
- Coordinates, develops, and performs data export and import routines between applications.
- Acts as a technical resource for staff; identifies and suggests alternatives and recommends process changes through information systems; assists in identifying potential and required changes to business processes and/or procedures.
- Participates in defining requirements, development, design, and validation of new automated computer systems.
- Supports and performs data conversion related activities.
- Develops custom reports using a variety of report applications and systems.
- Creates and maintains users, user permissions, system privileges, passwords and other administrative tasks; monitors logs and files for evidence of problems and system issues; performs necessary backup/recovery activities at scheduled times.
- Designs, writes, tests, and documents a variety of computer programs/report-writers using applicable programming languages.
- Participates in the design of all required system interfaces and reviews and monitors vendors' work.
- Provides for the security of enterprise applications, and database systems.

Employment Standards

All Functional Assignment Areas:

Knowledge of:

- Current computer industry technology practices and trends, including system development and administration
- Applicable Federal, State and local laws, ordinances, regulations, and guidelines relevant to assigned duties
- Occupational hazards and standard safety practices necessary in the area of computer operations
- Modern office practices, methods, and equipment, including personal computer hardware and software
- Techniques for dealing effectively with the public, vendors, contractors and City staff, in person and over the telephone
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone
- Principles and practices of project management
- Correct English usage, grammar, spelling, punctuation

Infrastructure Services:**Knowledge of:**

- Principles of and current trends in information technology design, implementation, and management
- Administration of Microsoft Windows Server operating systems including infrastructure services such as Active Directory, DNS, DHCP, DFS, and KMS
- Automating recurring tasks using batch scripts and Microsoft PowerShell
- VMware vSphere installation, administration, and maintenance
- VMware Horizon View virtual desktop infrastructure installation, administration, and maintenance
- Administration of VDI environment management solutions such as VMware User Environment Manager
- Administration of Layer 2 network switches including management of interface speed/duplex, flow control, and frame size, and configuring and managing VLANs, trunks, and Spanning Tree Protocol
- Management and administration of iSCSI storage area networks and enterprise storage systems. Configuring Microsoft iSCSI initiators on Windows Servers and iSCSI software adapters on VMware ESXi hosts
- Administrative principles and methods, including goal setting, implementation and control, and personnel supervision
- Storage Area Networks, Network Attached Storage, and network file systems
- Basic Microsoft Exchange Server administration and management of e-mail filtering and archiving appliances
- Administration of enterprise antivirus and backup and disaster recovery solutions
- Internet monitoring, filtering and reporting
- Basic Microsoft Exchange Server administration and security
- Administration of File, Print, and Application servers
- Help desk system management and technical support techniques

Application Services:**Knowledge of:**

- Principles, practices, techniques and methods of computer hardware and software applications
- PC operations and networks; Microsoft database applications, Excel, and MS Office
- Principles, practices, techniques and methods of LAN applications and operations
- Computer hardware, software, major operating systems and data communications
- Web-based application development and database integration
- Technical support techniques
- Current computer industry technology, practices and trends, including system development

and administration

- Principles and practices of systems analysis and programming
- Data import and export routines and report writing applications

All Functional Assignment Areas:

Ability to:

- Respond appropriately, effectively and promptly to the needs of internal and external customers using principles of good customer service
- Train and instruct others in work procedures
- Utilize discretion in the handling and disclosure of confidential information
- Organize and set priorities for a variety of projects and tasks in an effective and efficient manner to ensure meeting of deadlines
- Prepare clear and concise program documentation, user procedures, reports of work performed, and other written materials
- Exercise sound independent judgment within established guidelines
- Assist in the development and implementation of goals, objectives, practices, policies, procedures, and work standards
- Analyze, interpret, apply and enforce Federal, State and local policies, procedures, laws and regulations
- Establish and maintain a variety of filing, record keeping and tracking systems
- Learn the functions of various City departments and divisions
- Operate modern office equipment including computer equipment and software programs
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines
- Use English effectively to communicate in person, over the telephone and in writing
- Establish maintain, and foster effective working relationships with those contacted in the course of work
- Meet the physical requirements necessary to safely and effectively perform the assigned duties.

Infrastructure Services

Ability to:

- Troubleshoot complex technical problems; develop and implement complex technical solutions on multiple hardware and software platforms
- Communicate effectively and explain software usage to computer users of all skill levels

Application Services

Ability to:

- Analyze requirements and procedures to determine the technical data base requirements of applications analysts and users

- Develop standards and procedures to be used by others to efficiently utilize data base facilities
- Analyze users' requests and needs and apply appropriate guidelines and resources to resolve them
- Provide technical expertise and knowledge in the design, implementation, and maintenance of database management systems
- Optimize existing data access and availability
- Troubleshoot and accurately diagnose a wide variety of software, hardware and LAN problems
- Design and program a variety of database and specialized software utilizing standard programming languages
- Implement and develop SharePoint based solutions
- Communicate effectively and explain software usage to computer users of all skill levels
- Train and instruct others in application and database procedures

Minimum Qualifications

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

Equivalent to a Bachelor's degree with major coursework in MIS, business, management, or a closely related field, and four years of progressively responsible professional experience in computer technology.

Technical certifications are highly desirable.

GENERAL QUALIFICATIONS

License Requirements

A valid California Class C driver license or higher with a satisfactory driving record is required at the time of appointment. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.

Physical Requirements

The incumbent appointed to this class must be physically able to perform the duties of this position, including the mobility to work in a standard office setting and use standard office equipment, including a computer; the ability to operate a motor vehicle and to visit various City sites and attend off-site meetings; vision to read printed materials and a computer screen; hearing and speech to communicate in person, before groups and over the telephone; finger dexterity to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment; ability to bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information; occasionally lift and carry computer and other equipment, reports and records that typically weigh less than 50 pounds; may move heavy and/or awkward objects to gain access to computer networks.

Working Conditions

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances, and may interact with upset staff and/or public representatives in interpreting and enforcing departmental policies and procedures. Employees may be required to work on evenings, weekends and holidays, and participates in afterhours on-call assignments.

FLSA: NE

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent. Additionally, incumbents may be required to follow any other instructions and to perform any other related duties as may be required by their supervisor.

Adopted: May 2015

Revised: September 2019