

## **SENIOR INFORMATION TECHNOLOGY ANALYST**

Salary Range: 42 (Public Service Salary Schedule)

### **DEFINITION**

Under general direction, performs a wide variety of professional and technical duties related to the management, administration, and support of the information technology infrastructure, including physical and virtual server systems, the Windows server and virtual desktop infrastructure, and data and storage area networks. This position performs a variety of duties related to the integration, administration, and support of enterprise and departmental software applications and databases; assists with the design and support of data interfaces between applications; manages software projects; acts as a technology advisor to City departments; provides tier III technical support and guidance to end-users and Information Technology Division staff, serves as primary interface between users and vendors regarding technical issues; supports the technology procurement process; performs related work as required.

### **DISTINGUISHING CHARACTERISTICS**

This is an advanced journey level class with responsibility for administering and supporting the information technology infrastructure and enterprise and business applications and databases, managing and working complex technology projects, and providing technical leadership and the highest level of technology support to Information Technology Division staff and City users. This class is distinguished from the IT Analyst in that the former is responsible for handling the most complex and responsible duties assigned within this series, and may provide direct supervision to assigned staff

### **SUPERVISION EXERCISED AND RECEIVED**

The incumbent receives general direction from the Information Technology Manager, and provides technical direction and supervision over Information Technology Division staff.

### **ESSENTIAL DUTIES, KNOWLEDGE, AND ABILITIES**

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

- 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.
- Integrates, administers, and supports enterprise and business applications and databases used by City departments.
- Coordinates, develops, and supports data import/export routines between applications.
- Installs, configures, and maintains SQL servers, including capacity planning, installation and configuration of SQL management tool and client uses.
- Renews and documents hardware maintenance and software support contracts which have been approved and included in the Information Technology Division budget.
- Manages technology infrastructure projects, provides cost estimates, tracks project progress, prepares and presents project status reports.
- Provides technical support, leadership and training for IT staff and other users.
- Assists in establishing standards for the use of network system resources.
- 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.
- 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 or other duties as assigned

## **EMPLOYMENT STANDARDS**

### **Knowledge of:**

- Principals 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 or Liquidware ProfileUnity
- Administration of application layering solutions such as VMware AppVolumes or Liquidware FlexApp
- 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
- Microsoft SQL Server Database and Microsoft Exchange Server administration and security
- Administration of File, Print, and Application servers
- Help desk system management and technical support techniques
- Current computer industry technology, practices and trends, including system development and administration
- Principles and practices of project management
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures
- 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
- English usage, grammar, spelling, vocabulary, and punctuation
- 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

**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

- 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
- Supervise, train, plan, organize, schedule, assign, review and evaluate the work of assigned staff to most effectively meet the needs of the City
- Understand, interpret, and apply general and specific administrative and departmental policies and procedures
- Analyze, interpret, apply and enforce Federal, State and local policies, procedures, laws and regulations
- Understand, interpret, and successfully communicate both orally and in writing pertinent department policies and procedures
- Utilize discretion in the handling and disclosure of confidential information
- Prepare clear and concise program documentation, user procedures, reports of work performed, and other written materials
- Learn the functions of various City departments and divisions
- Organize and prioritize work, and meet critical time deadlines
- 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

**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 from an accredited college or university in computer science, information technology, management information systems, geographic information systems, or a closely related field, and
- Six (6) years of increasingly responsible network and server systems management experience in an IT environment consisting of multiple platforms, large-scale applications with multiple operating systems. Additional relevant technical experience that

demonstrates the ability to perform analytical duties, may substitute for the required education on a year for year basis.

- Microsoft Certified Systems Administrator (MCSA) or Systems Engineer (MCSE) and VMware Certified Professional (VCP) certifications are highly desirable.
- Possession of the MCSA, MCSE, and VCP certifications may each substitute for one year of the required education.

## **GENERAL QUALIFICATIONS**

### **License Requirement**

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 participate 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 2019*