



JOB TITLE: Information Technology Analyst I and II

DATE APPROVED: August 28, 2018

DEPARTMENT: Information Services

SUPERSEDES: IT Project Manager, Business Systems Administrator, Network Administrator

REPORTS TO: Assigned Supervisory or Management Personnel

EMPLOYEE UNIT: Mid-Management

FLSA: Exempt

DEFINITION

To perform professional duties related to the analysis, development, maintenance and administration of technology systems to meet business needs; to act as the subject matter expert related to a technical area of assignment; to analyze, design, install, monitor and administer operating systems, utilities, and related software and systems including physical databases related to area of assignment; to consult with customers to identify and analyze business functions that can be improved by the implementation of new technology solutions; and to perform professional maintenance and customer support duties.

DISTINGUISHING CHARACTERISTICS

Information Technology Analyst I

This is the entry level class in the Information Technology Analyst professional series. Positions in this class typically have some directly related work experience and work under immediate supervision while learning job tasks. The Information Technology Analyst I class is distinguished from the II level by the performance of less than the full range of duties assigned to the II level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Information Technology Analyst II

This is the journey level class in the Information Technology Analyst professional series and is distinguished from the Analyst 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 Analyst I level.

SUPERVISION RECEIVED AND EXERCISED

Information Technology Analyst I

- Receives general supervision from assigned supervisory or management personnel

Information Technology Analyst II

- Receives direction supervision from assigned supervisory or management personnel
- May exercise technical and functional supervision over technical staff

AREAS OF ASSIGNMENT

- May be assigned to any of the following or combination of roles
 - Systems Administration
 - Network Administration
 - Business Application Systems
 - Security
 - Project Management
 - Telecommunications
 - Audio\Visual Systems
 - Administration of Cloud Systems
 - Future Technologies

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

- Provide subject matter expertise in a primary information technology area of assignment; determine requirements, design, build, test, implement, maintain and enhance technology and business systems related to area of assignment.
- Develop and implement plans for fully integrated systems, including operating systems, network systems, database systems, and applications.
- Plan and implement modifications and upgrades to system configuration to improve utilization based on analysis of application and production requirements.
- Determine system compatibility and performance, and impact of integration with new systems or upgrades.
- Research available solutions and procure technology related equipment or services; research specifications and costs; research and prepare technical and administrative reports.
- Develop and implement comprehensive test plans to ensure that systems and programs are tested and debugged.

- Determine proper installation parameters for software and hardware, for smooth integration, transition and efficiency.
- Analyze, detect, identify and correct technical problems and deficiencies.
- For applications in area of assignment, meet with users regarding requests for new processes or modifications; modify, test, and deploy subroutines; update process flowcharts; set up and configure modules; determine and establish security protocols.
- Monitor and collect data on system performance.
- Plan, develop and implement security, backup and recovery procedures.
- Develop computer programs or databases using computer based languages, as appropriate; perform other programming functions and modifications as assigned.
- Oversee vendors and/or contract staff during the design, development, and implementation of assigned information technology projects; act as liaison between vendors, technical support staff, and multiple City departments.
- Integrate complex systems for interoperability over various platforms and technologies.
- Answer questions, respond to end-user requests in a timely manner; and provide information, assistance and training to personnel and departments on technology-related issues.
- Keep abreast of technology advancements; develop and present training to staff on relevant technology related information, new equipment, program upgrades and other upcoming changes.
- Prepare and maintain documentation and instructions; maintain and update manuals, codebooks, templates, web pages and related documents; and, follow recommended protocols and procedures.
- Plan and maintain project schedules and work requests; monitor, coordinate and report project status and problems.
- Function as project leader on technology implementation teams related to area of assignment; provide expertise in area of assignment.
- Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Foster an environment that embraces diversity, integrity, trust and respect.
- Be an integral team player, which involves flexibility, cooperation and communication.
- Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Information Technology Analyst I

Knowledge of:

- Principles and practices of technology systems, networks, applications, and design related to area of assignment.
- Internal operating system technology, computer operations and hardware, and network communications theory.
- Principles and techniques of software and systems quality assurance and control.

Ability to:

- Research, design, test, implement, and support technology systems related to area of assignment.
- On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.
- Analyze problems related to area of assignment; identify and locate the source of the problem; diagnosis problem and develop logical, reliable solutions; and design and initiate corrective actions.
- Write procedures and documentation for problems, solutions and standards.
- Track service requests and trouble reports, and ensure problems are resolved.
- Communicate technical issues to individuals with varying degrees of information technology knowledge.
- Organize and manage multiple priorities and perform a variety of work assignments.
- Provide on-call service, as assigned, during off hours, evenings, weekends and holidays.
- Use sound judgment in recognizing scope of authority.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Utilize appropriate safety procedures and practices for assigned duties.
- Communicate effectively orally and in writing.
- Relate effectively with people of varied academic, cultural and socio-economic backgrounds using tact, diplomacy and courtesy.
- Establish and maintain effective, cooperative and collaborative working relationships with others.

PHYSICAL REQUIREMENTS

- On a continuous basis, sit at a desk for long periods of time. Intermittently walk, bend, or stoop while installing/repairing equipment; twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use keyboard to communicate through written means; and lift or carry weight of 40 pounds or less.

EXPERIENCE AND EDUCATION

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

- Some professional information technology experience related to area of assignment is desirable.
- Equivalent to a Bachelor's degree from an accredited college or university with major course work in information technology or a related field.

LICENSE AND CERTIFICATION

- May need to possess an appropriate, valid California driver's license as required by the position.

Information Technology Analyst II

In addition to the qualifications for the Information Technology Analyst I:

Knowledge of:

- Principles and practices of producing effective project and technical documentation.
- Principles and practices of good team building and team leadership.
- Network operating system and network architecture, configuration, and protocols.
- Client server technologies.
- Database design, structure development, features, operations, programming, and data access principles.
- Principles and practices of project management and work flow analysis.
- Techniques and methods of training users and oral presentation.

Ability to:

- Manage more complex projects and assignments.
- Use operating system languages as defined by the area of assignment and perform systems level programming in a distributed, networked environment.
- Interface/integrate City defined operating system(s) with software and other systems.
- Evaluate existing and proposed systems and recommend upgrades and/or modifications.
- Coordinate meetings effectively and facilitate outcomes.
- Assist in the development and monitoring of an assigned program or project budget; project, track and reconcile expenses.
- Diagnose problems of a more complex nature.
- Work independently and propose solutions to technical problems of the most complex nature.

EXPERIENCE AND EDUCATION

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

- Two years of increasingly responsible experience similar to Information Technology Analyst I with the City of Watsonville or industry standard certifications specializing in the area of assignment.
- Equivalent to a Bachelor's degree from an accredited college or university with major course work in information technology or a related field.