City of Watsonville
Job Description

JOB TITLE: Senior Information Technology Analyst

DATE APPROVED: August 28, 2018

DEPARTMENT: Information Services

SUPERSEDES:

REPORTS TO: Information Technology Director

EMPLOYEE UNIT: Management

FLSA: Exempt

DEFINITION

To organize, assign and review the work of assigned staff engaged in information technology related duties in a particular area of assignment; to perform complex duties related to an area of assignment that requires specialized knowledge; and to provide highly complex professional support to an assigned supervisor.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level in the Information Technology Analyst professional series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed, complexity of duties assigned, independence of action taken, by the amount of time spent performing the duties, and by the nature of the public contact made. Employees perform the most difficult and responsible types of duties assigned to classes within this series, including performing the most complex duties assigned to the series and providing technical and functional supervision over professional level staff. Employees at this level are required to be fully trained in all procedures related to assigned areas of responsibility.

SUPERVISION RECEIVED AND EXERCISED

- Receives general direction from the Information Technology Director
- Exercises technical and functional supervision over assigned professional level staff

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

- Plan, prioritize and review the work of staff assigned to a variety of technology systems.
- Develop schedules and methods to accomplish assignments ensuring work is completed in a timely and efficient manner.
- Participate in evaluating the activities of staff, recommending improvements and modifications.
- Provide and coordinate staff training; work with employees to correct deficiencies.

- Determine requirements, design, build, test, implement, maintain and enhance complex technology and business systems related to area of assignment.
- 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 complex technical problems and deficiencies; integrate complex systems for inter-operability over multiple platforms and technologies.
- Act as liaison between vendors, technical support and departments to resolve complex problems related to area of assignment.
- Participate on committees; answer questions and provide expertise related to 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

Knowledge of:

- Advanced skills in all aspects of Information Technology
- Principles and practices of technical and functional supervision and training
- Principles and practices of producing effective project and technical documentation
- Principles and practices of good team building and team leadership
- Principles and practices of project management and work flow analysis

Ability to:

- Provide technical and functional supervision over assigned professional staff
- 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
- Manage complex projects and assignments

- Perform the most complex duties related to technology systems
- 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
- 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 desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, write or use a keyboard to communicate through written means; and lift or carry weight of 25 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:

- Two years of increasingly responsible journey experience similar to Information Technology Analyst II with the City of Watsonville.
- Equivalent to a Bachelor's degree from an accredited college or university with major course work in information technology or a related field.
- Relevant industry standard certifications with focused course work.
- Supervisory experience highly desired.

LICENSE AND CERTIFICATIONS

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