



INFORMATION TECHNOLOGY ANALYST

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under direction, performs professional and technical information technology work to develop, test and document computer programs and systems to assist with District operations; performs system designs and modifications; designs, installs, configures and troubleshoots computer systems, networks and associated equipment; and performs related work as assigned.

CLASS CHARACTERISTICS

This is a working-level class, with responsibility for performing professional information technology support for District information technology projects and provide technical support to District computer systems and users. Work typically includes computer programming; system and network design; security administration; business needs requirements gathering and analysis; and/or software analysis and recommendation. An incumbent in this class uses some independent judgment and innovation to participate in the development and support of information technology initiatives to solve business problems and meet organizational objectives.

ESSENTIAL FUNCTIONS

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude the position if the work is similar, related or a logical assignment to the class.

- Performs a wide variety of professional and technical information technology duties and activities to support District functions and improve the effectiveness and efficiency of District services.
- Monitors servers to ensure their proper operation; ensures that scheduled back up jobs were successful; reviews error and event logs; performs server updates; creates documentation pertaining to District server and network systems.
- Responds to end-user technology service requests; creates and manages user accounts and permissions; performs content updates and enhancements for the District website; supports business software and systems by diagnosing and troubleshooting problems and implementing or recommending appropriate solutions.
- Configures, monitors and diagnoses problems with backup and restore operations; participates in disaster recovery planning and operations.

- Develops and maintains computer system and application designs in cooperation with end users to solve particular business problems.
- Develops and maintains network security systems and procedures.
- Researches and specifies computer hardware and software for new purchases.
- Prepares new computer workstations for use with the District network and installs necessary software; installs and maintains software on existing computer workstations.
- Implements new technologies as necessary allowing the District to keep up with industry trends; works with others to obtain knowledge of District user's activities.
- Works cooperatively with other users, employees, department managers, outside vendors and customers.
- Provide system training to District users as required.
- Performs related duties and responsibilities as required.

QUALIFICATIONS GUIDELINES

Knowledge of

- Operations, services and activities of enterprise information systems across multiple operating platforms.
- Principles and practices of computer science and information systems.
- Principles and understanding of network, system and programming architectures.
- Principles of continuous quality improvement, project management and business process management.
- Methods and techniques of system and network analysis and design.
- Methods and techniques of system hardware and software troubleshooting and installation.
- Principles and practices of structured programming.
- Operational characteristics of multiple operating system and network environments and associated hardware, software, database and related components.
- Methods and techniques of evaluating business operations to develop technology solutions.
- Principles and procedures of quality assurance.
- Methods and techniques of developing technology testing procedures.
- Methods and techniques of designing, implementing and maintaining internet and intranet web sites.
- Web page and computer graphic design principles.

- Internet protocols.
- Principles and practices of local and wide area network protocols, security and administration.
- Basic principles and practices of technology project management.
- Methods and techniques of installing, configuring, maintaining and administering network servers, hardware and software.
- Operational characteristics of database programs.
- Principles and practices of database maintenance and administration.
- Relational database design theories, techniques and tools.
- Pertinent Federal, State and local codes, laws and regulations.

Ability to

- Provide professional and technical support for system, network and program analysis, implementation and maintenance.
- Detect, isolate and resolve information system problems.
- Design, implement and install systems and programs.
- Perform systems, network and applications programming and analysis duties.
- Design, configure, install and test local and wide area network servers, hardware, software, routers and associated components.
- Analyze procedures and data to develop logical solutions to systems problems.
- Troubleshoot and analyze local and wide area network operating system or hardware and software problems.
- Perform database maintenance and administration duties.
- Provide professional analytical support to information systems projects.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Education

Graduation from an accredited four year college or university with a bachelor's degree in computer science, information technology systems, or a closely related field.

Experience

Five years of responsible professional and analytical information technology experience. Public sector or local government experience is highly desirable.

Licenses/Certificates

- Possession of a valid California driver's license, Class C or higher, may be required.
- Information Technology or other closely related industry certification(s) is highly desired, but not required to perform the essential job functions of this position.
- Possession of, or ability to obtain, certification from District-provided CPR/First Aid training is required.

Physical Requirements

The following abilities are considered necessary to successfully perform the essential functions of this class; however, applicants who request accommodation will be considered on a case-by-case basis.

Ability to: communicate orally, in person and by telephone, in face-to-face, one-to-one, and group settings; sufficient manual dexterity to use office equipment such as computers, copiers, telephones and FAX machines; sit for extended periods of time; have hearing and vision within normal ranges; occasional bend, stoop, crawl and kneel; frequently lift, carry, push or pull 25 pounds.

Special Requirements:

Depending upon assignment, familiarity and/or experience with a particular software or hardware program or platform may be required.

FLSA: Exempt
Range: 126
Union: Non-Represented
Reviewed: May 2, 2011