



SENIOR INFORMATION TECHNOLOGY ANALYST

Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications may not include all duties performed by individuals within a classification. In addition, specifications are intended to outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

DEFINITION

Under general direction, provides professional level technical support, system implementation, maintenance, troubleshooting, and related services for the City's information technology systems; monitors system performance to ensure performance and reliability standards are met; responds to complex user support problems associated with the City's computers, hardware and software, telecommunication, security systems, infrastructure, and related equipment; performs the technical and complex tasks relative to information technology security, software and infrastructure, services and programs; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is a senior-level classification in the Information Technology series. Positions at this level are distinguished by the performance of the full range of duties as assigned, working independently, and exercising judgement and initiative. Positions are fully aware of the operating procedures and policies of this work unit. This class is distinguished from the Information Technology Manager in that that latter has overall responsibility for all functions of the Information Technology division.

SUPERVISION RECEIVED/EXERCISED

Receives general direction from the Information Technology Manager. Provides lead direction to support staff and/or consultants; oversees day-to-day Help Desk operations.

ESSENTIAL FUNCTIONS *Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Provides technical and analytical support for City technology programs in diverse capacities ranging from complex user support to technology system implementation, and administration; responds to client service issues using multiple diagnostic techniques; independently resolves issues or confers with colleagues and management on resolution options; escalates complex or unresolved issues to the IT Manager as appropriate.
- Uses multiple devices to monitor systems, evaluating reliability, conformance to performance metrics, and overall availability; implements, tests, and evaluates the effectiveness of solutions; assists in the development and implementation of technology related protocols, policies, procedures, and operating standards.
- Installs software patches and upgrades for assigned computer systems; maintains security; coordinates, troubleshoots, and cleans up viruses/malware on infected systems, and for incident responses to breaches in security; maintains logs and records.

- Installs hardware for servers; analyzes, modifies, tests, and debugs new and existing computer programs; configures printers and assists with administrative software applications and database support; troubleshoots problems with Local Area/Wide Area Networks (LAN/WAN) connections and corrects problems in network server operating systems, and server applications.
- Consults with management and staff for system needs, design, and operation; provides recommendations based upon research and analysis on existing and emerging technology, tools, and methodologies to enhance processes and/or workflow; assists with vendor negotiation on the terms, conditions and prices for hardware, software and services and obtains quotes.
- Identifies system deficiencies or additional resource requirements; develops and implements modified or enhanced systems, or collaborates with vendors on same, to increase their efficiency, reliability, and availability; implements, tests, and evaluates the effectiveness of solutions.
- Performs software applications research, development, conversion, installation, and maintenance projects; reviews, analyzes, streamlines, and documents business processes and relates them to application software; prepares recommendations for procedural and operational modifications to optimize internal and customer workflows; develops and implements automated processes, scripts, triggers, specialized views, and reports in response to user needs.
- Designs, creates, and runs reports used for business process analysis and decision-making; sets up report definitions and designs methods to import/export data; and designs and maintains database infrastructure; organizes and converts data into relational tables; maintains relational data models as new information and table structures are added.
- Ensures database security by preparing access and control policies and procedures and reviewing permissions on a regular basis; and monitors disaster recovery and backup processes and schedules; verifies that backups are successful and data can be recovered.
- Evaluates, recommends, installs, configures, supports, programs, and maintains a variety of network operating systems and solutions; monitors equipment functions and usability, “accessibility; modifies firewall, router, and network monitoring system configurations to enable new servers or applications; coordinates firewall rule management and network-level security controls with the IT Manager and MDR service vendor
- Implements, monitors, and maintains network security controls; configures and monitors security features and firewall rules; verifies and ensures proper user accessibility; identifies and addresses vulnerabilities; researches, recommends, and applies security updates; installs, configures, and maintains all network hardware, software, peripherals, and devices, including switches, routers, interfaces, wireless access points, servers, and firewalls, for functionality and security.
- Conducts research and stays current on new trends and innovative solutions for technology programs; recommends new technologies which would improve operational effectiveness or services.
- Writes and maintains user and technical operating instructions and documentation; prepares training materials and conducts formal and informal training programs; and advises on best practices.

- Provides lead direction and day-to-day oversight to IT Support Specialist I/II staff, ensuring timely and effective resolution of end-user support requests; reviews support ticket queues, monitors workload distribution, and escalates trends or systemic issues to the IT Manager; establishes and maintains Help Desk procedures, knowledge base standards, and service quality benchmarks.
- Observes and complies with City and mandated safety rules, regulations, and protocols.
- Perform related duties and responsibilities as required.

KNOWLEDGE/ABILITIES/SKILLS *(The following are a representative sample of the knowledge/abilities and skills necessary to perform essential duties of the position.)*

Knowledge of

- Operations, services, and activities of integrated information technology systems.
- Methods and techniques of evaluating business need requirements to provide technology solutions.
- Principles, methods, and techniques used in designing, developing, testing, and implementing information technology applications.
- Principles, practices, equipment and protocols for the design, installation and operation of data communications networks, and associated equipment and devices.
- Record-keeping principles and procedures.
- Server based operating systems and desktop software applications including system standards, and protocols.
- Principles and practices of technology system security; database administration and management; network monitoring and administration.
- Methods and techniques of system and application integration; and website development and content management.
- Multiple programming languages used in departmental technology programs.
- Computer hardware and software systems similar to those being used in City departments, including business applications, operating systems, and network systems.
- Principles, practices, methods, and techniques of troubleshooting, diagnosing, and resolving hardware and software, and network/telecommunication system issues.
- Project planning, prioritizing, and scheduling techniques.
- Research techniques, methods, and procedures.
- Technical report writing practices and procedures.
- Principles and procedures of record-keeping and reporting.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to

- Provide professional support to a diverse range of technology systems, hardware, and software.
- Analyze complex user problems, evaluate alternatives, and devise efficient, cost-effective, user-friendly solutions.
- Participate in the design, development, testing, and implementation of new technology systems.
- Take measures to ensure the integrity of system data.
- Implement database and/or system security measures.
- Design, develop, manage, and maintain web sites.
- Monitor systems operational effectiveness, reliability, or security vulnerability, and respond accordingly.
- Participate in the development and implementation of technology policies, procedures, and protocols.
- Utilize appropriate diagnostic and testing equipment to detect and resolve hardware and software issues.
- Plan, develop, and facilitate training.
- Prepare clear, concise, and accurate technical documentation, user guides, reports of work performed, and other written materials.
- Communicate complex technology issues clearly to non-technical parties.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner, organize own work, set priorities, and meet critical time deadlines.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the division and the City in meetings with individuals; governmental agencies; community groups; various business, professional, and regulatory organizations.
- Learn and understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Skill to

- Operate standard office equipment, including computers, printers, and copiers.
- Operate a motor vehicle safely.

QUALIFICATIONS *(The following are a representative sample of the knowledge/abilities and skills necessary to perform essential duties of the position.)*

Education and/or Experience

Equivalent to a bachelor's degree from an accredited college or university with major coursework in computer science, information technology or a related field; and four (4) years of increasingly responsible experience providing highly technical support to information systems in assigned program area.

License/Certificate

Possession of or the ability to obtain a valid Class C California driver's license upon appointment.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS

Ability and mobility to operate standard office equipment, including a computer; sit, stand, walk, kneel, crouch, stoop, squat, twist, and maintain sustained posture in a seated or standing position for prolonged periods of time; lift, carry, push and pull materials and objects up to 50 pounds; and ability to operate a motor vehicle to visit various City departments and meeting sites; vision to read printed materials and a computer screen; hearing and speech to communicate in person, over the phone and on video. Standing and walking between work areas is frequently required. Employees work in an office environment with moderate noise levels, controlled temperatures. Reasonable accommodation will be made for individuals on a case-by-case basis.