

**INFORMATION TECHNOLOGY SYSTEMS ANALYST
SENIOR INFORMATION TECHNOLOGY SYSTEMS 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.*

SUMMARY DESCRIPTION

Under general supervision (Information Technology Systems Analyst) or direction (Senior Information Technology Systems Analyst), performs a variety of technical duties involved in installing, maintaining, testing, and maintenance of the City's computerized information systems including for all computer workstations and peripherals, network equipment, telephone systems, and software used by City departments; responds to requests for assistance from system users and resolves operations problems; troubleshoots, analyzes and resolves complex systems, internal and internet e-mail systems, and application problems; and performs various diagnostic testing and maintenance on system hardware.

DISTINGUISHING CHARACTERISTICS

Information Technology Systems Analyst - This is the full journey level class within the Information Technology Systems Analyst series. Employees within this class perform the full range of duties as assigned. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class series are flexibly staffed and advancement to the "Senior" level is based on possession of required certifications, and is at the discretion of higher level supervisory or management staff.

Senior Information Technology Systems Analyst - This is the advanced journey level class in the Information Technology Systems Analyst series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned. Employees perform the most difficult and responsible types of duties assigned to classes within this series. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility. Positions in this class series are flexibly staffed and are generally filled by advancement from the Information Technology Systems Analyst level, or when filled from the outside, require prior experience and certifications. Advancement to the "Senior" level is based on possession of required certifications, and is at the discretion of higher level supervisory or management staff.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Provide day-to-day operational support for the City's computer systems including the City's network, hardware and software, telephone systems, and related equipment.
2. Install, configure, upgrade, troubleshoot, and repair computers, computer components, software, and peripheral devices; maintain, install, and upgrade file servers and other network hardware.
3. Provide information system user support; respond to questions and inquiries on various hardware and software issues.
4. Install and/or plan and coordinate the installation, testing and support of computer hardware and software applications; coordinate the repair and replacement of computer components and related

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equipment.

5. Perform and implement systems maintenance, making program modifications as necessary to meet user requirements; review and modify programs to correct errors and improve efficiency and cost effectiveness.
6. Perform network administration functions such as maintaining user accounts and passwords, installing, upgrading, and maintaining software on servers, upgrading server hardware, and troubleshooting and resolving network connectivity issues.
7. Administer and maintain the City's internal and internet e-mail systems; install, configure and set up user accounts and client upgrades; troubleshoot and resolve mail hardware and software problems.
8. Administer and maintain firewall applications for the internet; troubleshoot and resolve problems; install system upgrades as necessary.
9. Provide support in the operation of the City's telephone and voice mail systems; provide support to City supplied cell phones as necessary.
10. Perform system backups and maintain backup library for the City's network.
11. Remain informed of changes in user and system software and hardware requirements.
12. Assist in the preparation of bid specifications, and analysis of bid proposals for computer and network equipment and software.
13. Assist in developing training or conduct training in computer systems and software as needed.
14. Obtain quotations and arrange for the purchase of new technology; prepare invoice payments as necessary.
15. May coordinate data transfers with other agencies.
16. Maintain a variety of records and prepare special reports.
17. Maintain current knowledge of information technology trends and innovations; attend and participate in job-related seminars and professional group meetings; read applicable industry publications.
18. Perform related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Operational characteristics of information services systems, hardware and software.

Principles and practices of computer science and information systems.

Computer operating systems and local area network applications.

Methods and techniques of training and instruction.

Principles and practices of systems analysis.

Principles, practices, methods, and techniques used in the installation, troubleshooting and maintenance of systems, networks, and applications.

Characteristics and limitations of computer systems and related equipment.

Wireless networking technology including access and security.

Methods and techniques of installing and maintaining network devices including switches, routers and hubs.

Network email systems.

Various commercially packaged software including word processing, spreadsheet, database, and graphics applications.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Ability to:

Analyze, design, program and maintain information systems and peripherals.

Install computer equipment, related peripherals, and software.

Troubleshoot hardware and software problems.

Analyze data and develop logical solutions to complex computer application problems.

Make recommendations in information system selection and software application packages.

Instruct and train staff in information system operations.

Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

Adapt to changing technologies and learn functionality of new equipment and systems.

Understand and follow oral and written instructions.

Work independently in the absence of supervision.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Information Technology Systems Analyst

Education/Training:

Two years of college with major course work in computer science, information systems, or a related field. Additional related experience may substitute for education.

Experience:

Two years of increasingly responsible experience maintaining computer equipment including networked systems.

Senior Information Technology Systems Analyst

Education/Training:

Two years of college with major course work in in computer science, information systems, or a related field. Additional related experience may substitute for education.

Experience:

Three years of increasingly responsible experience maintaining computer equipment including networked systems at a level comparable to an Information Technology Systems Analyst with the City of Ceres.

License or Certificate:

Possession of professional certifications such as MCSE, MCSE/I, any CISCO certification or comparable certifications.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office environment with some travel to different sites; incumbents may be required to work extended hours including evenings and weekends.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull moderate to heavy amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

Bargaining Group: Miscellaneous

FLSA Status: Non-Exempt

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Johnson & Associates

ACKNOWLEDGMENT

I acknowledge that I have read the job description and requirements for the Information Technology Systems Analyst/Senior Information Technology Systems Analyst position and I certify that I can perform these functions.

Applicant Signature

Date

Witness

*Management has the right to add or change these duties of the position at any time.