

Information Technology Analyst I

DEFINITION

Under direction, reviews, analyzes and evaluates the operations of client/server and desktop computer systems, network devices and communication technologies; provides technology support and training resources; and performs related duties as required.

DISTINGUISHING CHARACTERISTICS

This is a first-level, analytical class in the Information Technology series. Incumbents work under immediate supervision to perform a wide range of technical duties. This class can be distinguished from the higher-level class by the high level of independence working under minimal supervision required in the latter.

REPRESENTATIVE DUTIES

The duties listed below are examples of the work typically performed by the employee of this class. Not all assigned duties may be listed. Marginal duties are those which are non-essential job functions for this class.

1. Maintains and supports the City network and computer resources; conducts general analysis, troubleshoots and resolves computing, network and communication technology problems; responds to calls to the Information Technology helpdesk and answers general questions regarding the methods and procedures for utilizing computer resources.
2. Assists in the installation of computer hardware, applications, network devices, and communication equipment; creates user documentation and trains staff in the proper use of computer equipment and general or departmental based applications.
3. Provides assistance in the development of technology resources; establishes testing methodologies to insure applications and hardware are tested and debugged before implementation; assists in the implementation of enhancements; and maintains documentation and procedures.
4. Under supervision, provides client side application support and assigned administration; monitors and supports specific aspects of user accounts management, computer name services, remote access, IP assignments and promotes proper access to departmental or City file storage and applications; monitors and supports specific aspects of City e-mail and internet access, including filtering; maintains the City's web presence; performs daily/weekly back-up process; files redundancy procedures and assists in the disaster recovery process.
5. Provides support in the administration and maintenance of the City network infrastructure and data communication equipment; contacts vendors and professional consultants for additional technical support and suggests modifications to meet user requirements; writes scripts or implements programs to automate and manage access to technology resources.
6. Stays up-to-date on emerging technologies and the potential effectiveness of these advancements in the current system.
7. Represents and supports the Information Technology Resources policy established by the City Council, City Manager and Department Heads.

EMPLOYMENT STANDARDS

Education and/or Experience

Graduation from an accredited college with a Bachelor's degree in computer science or closely related field and 1 year of experience in information technology administration that includes LAN/WAN/WWAN management, Microsoft Windows XP and Windows 7 desktop environment, and Windows 2003/2008, x32/x64 bit server technology. Experience with Microsoft Exchange, Active Directory, Group Policies, Internet Information Services, DHCP, DNS, anti-virus, and firewall technologies. Any combination of training and experience that provides the desired knowledge and abilities will be considered.

Knowledge of:

Current technology principles, theories, techniques, and methods of information system analysis, processing, and operations; wired and wireless LAN/WAN technologies and administration; Microsoft Windows desktop, virtualization and server OS environments, mobile, desktop, and server applications; imaging and database design and technologies. Knowledge of Geographic Information Systems and AutoCAD Engineering Software is desirable but not required.

Ability to:

Operate standard Windows desktop, server, and communication technology; write technical reports and documentation, memoranda, e-mail, and complex instructions; communicate effectively on technical issues with individuals with varying degrees of computer literacy; collect and analyze data; establish and maintain good working relationships with others.

Special Requirements

Possession of, or ability to obtain, a valid California Driver's License.

Physical Demands

Strength, dexterity and coordination to handle keyboard, mouse, camera, smartphone, communications diagnostic devices, cable termination equipment, and other technology devices; frequent lifting of objects weighing up to 25 lbs. and occasionally lifting or moving objects weighing up to 50 lbs., such as computers, servers, printers, or other peripherals and materials; moving from place to place within an office and between offices; reaching for items above and below desk level.

WORKING CONDITIONS

Environment is generally clean with limited exposure to conditions such as dust, fumes, and odors. The noise level in the server environment is usually moderate and low in the office area. The temperature in the server environment is usually moderate. Computer used on a daily basis. Independent travel throughout the area is required. Incumbents may be required to work irregular hours and on-call.

Date Adopted: