SENIOR INFORMATION TECHNOLOGY ANALYST

I. Position Identification:

A) Title: Senior Information Technology Analyst
B) Bargaining Unit: First Level Management
C) Customary Work Hours: 8:00 a.m. - 5:00 p.m.
D) Customary Work Days: Monday through Friday
E) Reports To: Information Technology Manager
F) Directs the Work of: Assigned technical staff

G) Educational and/or Experience Requirements:

Any relevant combination of education and experience that would demonstrate the knowledge and skill outlined below is qualifying. A typical way of gaining the skills is:

Education: Possession of a Bachelor’s degree from an accredited college or university in Computer Science, Information Systems, or closely related field.

Experience: Five years of responsible professional level experience in computer technology.

H) Licenses and/or Certificates Required:

Possession of a valid California Class C driver’s license is required. Individuals who do not meet this requirement due to physical disability will be reviewed on a case-by-case basis.

II. FLSA Status: Exempt

III. Position Summary:

Under direction of the Information Technology Manager, performs complex duties related to an area of assignment that requires specialized knowledge; organizes, assigns, and reviews the work of assigned staff engaged in information technology related duties; and provides highly complex professional support relative to
assigned area of responsibility. Incumbents may be assigned periodic weekend and evening work as required.

IV. Essential Functions:

1. Determines requirements, designs, builds, tests, implements, maintains and enhances complex technology and business systems related to area of assignment.

2. Monitors network to ensure performance, reliability and security.

3. Analyzes, detects, identifies and corrects complex technical problems and deficiencies; integrates complex systems for interoperability over multiple platforms and technologies; evaluates and makes recommendations in response to requests from departments related to systems development and/or the feasibility of computer applications.

4. Manages projects involving multiple City departments.

5. Plans, prioritizes, and reviews the work of staff assigned to a specific section of the Information Technology division.

6. Develops schedules and methods to accomplish assignments, ensuring work is completed in a timely and efficient manner.

7. Trains end users on the correct use of operating systems and applications.

8. Maintains servers and related infrastructure; provides support for backup and recovery.

9. Prepares and maintains system procedures and documentation; monitors systems and network resources; maintains and administers security systems and methodologies.

10. Researches, plans, install, configures and maintains virtual infrastructure; monitors servers, storage and network to ensure continuous availability of applications; installs, configures and maintains virtual desktop environment.

11. Researches, plans, configures and maintains City Enterprise GIS; develops web applications as it relates to GIS; creates a variety of cartographic maps.

12. Coordinates with users, City departments and external agencies as it relates to GIS needs; coordinates with City departments and external organizations for the collection of data.

13. Acts as liaison between vendors, technical support and departments to resolve complex problems related to area of assignment.

14. Provides budgetary input as it relates to the purchase and maintenance of networking equipment and software, server hardware, virtual infrastructure and GIS systems.
15. Assists in conducting needs analysis; researches and recommends hardware and software systems and new technologies that meet user needs while providing a coordinated information systems approach throughout the City; conducts feasibility studies regarding system capability, equipment needs, time and cost constraints of proposed projects and products.

16. Develops and maintains positive public relations with emphasis on quality customer service.

17. Has the ability and willingness to work cooperatively in a team environment with other City employees in the course of daily work.

18. Responsible for carrying out the mission of the City and the department and advancing the City’s and departmental organizational goals.

V. Job Related and Essential Qualifications:

Note: The required level and scope of the following knowledge and skills relate to the level of the position as defined in the class characteristics.

A. Knowledge of:

- Principles and practices of computer operating systems, local area networks and data communications software and hardware and network technology and environment.
- 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 workflow analysis.
- Principles and practices of budget monitoring.
- Servers, server operations and operating systems
- Current internet standards and web usability and information architecture.
- Relational and spatial databases, including database systems, structure, applications and operations.
- Principles and practices of geographic information systems theory, technology, software platform and spatial problem solving.
- Principles and practices of customer service.
B. Skills at:

- Coordinating multiple projects and meeting deadlines.
- Translating user needs to effective operations programs and systems.
- Dismantling and assembling computers, peripherals, and related equipment.

C. Ability to:

- Provide technical and functional supervision over assigned technical staff.
- Manage complex projects and assignments.
- Independently perform the most complex professional work in support of the City’s network infrastructure, databases, hardware and software and website.
- Diagnose and propose solutions to technical problems of a more complex nature.
- Assist in the development and monitoring of an assigned section budget.
- Maintain and administer security systems and methodologies.
- Train or instruct on-line users in the use of computer equipment and operating procedures.
- Prepare a variety of reports and maintain accurate records and files.
- Research, evaluate, and implement existing and new technologies, applications and methods in an effort to meet the needs of the City and end users.
- Use sound judgment in recognizing scope of authority.
- Maintain confidentiality as necessary.
- Work weekends, evenings or standby, as required.
- Communicate clearly and concisely, both orally and in writing.
- Maintain regular and predictable attendance.

VI. Physical Demands/Qualifications:

1. Requires the ability to sit for long periods of time throughout the workday.
2. Manual dexterity and vision sufficient to operate standard office equipment and supplies for potentially long periods of time without experiencing abnormal hand, wrist or eye strain.
3. Mobility to work in a standard office environment, and use standard office equipment (computers, scanners, copiers, etc.).

4. Ability to manipulate both single sheets of paper and large document holders (binders, manuals, etc.).

5. Hearing and speech sufficient to communicate and understand conversations, both in person and on the telephone.

6. Ability to lift objects up to 50 pounds without assistance.

NOTE: Some accommodations may be made for some physical demands for otherwise qualified individuals who require and request such accommodations.

VII. Non-Physical Demands/Qualifications:

1. Communicate information clearly and effectively on a number of different levels, both verbal and written.

2. Operate under tight timelines.

3. Prioritize numerous tasks and projects.

4. Demonstrate a high level of integrity as well as being highly organized and detail oriented.

VIII. Environmental Conditions:

1. Working conditions in the office are clean, well lit and free from extremes of temperature and humidity.

IX. Other duties and requirements:

This class description lists the major duties and requirements of the job and is not all-inclusive. Not all duties are necessarily performed by each incumbent. Incumbents may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.