



Information Technology Analyst

Summary

Perform a variety of professional level duties in the areas of analysis, design, development, implementation, maintenance, and support of computer hardware and applications to meet business needs; plan, design, and implement interdepartmental information systems; perform project management tasks as needed; design, install, maintain, configure, troubleshoot, and monitor network infrastructure and related system components including servers and platforms; assist in the development and implementation of cybersecurity initiatives to reduce risk and improve recoverability; implement cybersecurity tools, develop and test disaster recovery, incident response, and continuity of operations plans. May oversee the Help Desk.

Class Characteristics

General direction is provided by a higher-level manager; responsibilities may include the direct or indirect supervision of lower level technical and/or administrative support staff. This is a journey-level classification and incumbents are expected to work independently and perform the full range of duties.

The Information Technology Analyst is distinguished from the Information Technology Technician in that the Information Technology Analyst describes positions with professional/analytical responsibilities where the primary duties include the analysis of network system needs, the evaluation of current systems, and the design of solutions to meet the identified network system needs. In contrast, the Information Technology Technician describes positions with responsibility for providing a broad range of routine and complex duties in support of specialized systems.

Essential Duties, Skills, and Demands of the Position

The duties, skills, and demands described here 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 a disability to perform the essential duties, skills, and demands.

Duties:

Design, configure, install, and support information technology infrastructure, including network equipment, servers, disk storage comprised of on-premise, cloud, or hybrid components.

Plan, coordinate, and facilitate assigned projects, including equipment moves, design changes to the network and server infrastructure, change in departmental software or hardware, network systems and/or operating systems components and services in collaboration with other departments and standard operational maintenance including appliance, software, and hardware upgrades.

Oversee day-to-day activities of the Help Desk; manage priorities and assign tasks/tickets as appropriate; assist with escalation of issues when necessary.

Develop and track Help Desk performance metrics; conduct root cause analysis and identify organizational training needs.

Support the planning, procurement, and administration of Office 365.

Recommend system policies, procedures, and plans related to information technology (IT) operations, cybersecurity, business continuity, and data management; assist in testing incident response, disaster recovery, and business continuity plans.

Monitor cybersecurity and operational information sources; coordinate and/or implement patches, upgrades, or business processes to improve cybersecurity and data integrity.

Research technical details related to assigned information technology area.

Produce documentation, contribute to knowledge bases, and develop internal and customer facing procedures as appropriate.

Install, configure, troubleshoot, test, and repair desktop computers and laptops to department standards; participate in standards development; maintain desktop configuration control; install and configure standalone and networked printers, scanners, and wireless bridges and networks.

Analyze and evaluate vendor supplied software and hardware products; recommend new or replacement products; coordinate the acquisition, installation, and application of vendor products; evaluate and monitor hardware and software support contracts.

Attend professional meetings and conferences to represent the department's needs and interests.

Assist in the implementation, evaluation, monitoring, and maintenance of appropriate security systems and procedures.

Design, implement, and monitor computer systems backup and restoration solutions.

Participate in standards development; maintain technology device configuration control; coordinate the installation and support of network equipment, workstations, peripherals, and application software.

Perform related duties as assigned.

Skills/Abilities:

Review upcoming guidelines, best practices, policies, and legal requirements with relevance to different areas of systems infrastructure; stay current on ongoing government topics related to IT.

Read, analyze, and interpret technical and numerical information; to reason logically, draw valid conclusions, take appropriate actions, and/or make appropriate recommendations.

Write reports, define problems, collect data, establish facts, and draw valid conclusions.

Identify, analyze, evaluate, diagnose, and recommend solutions to system problems.

Information Technology Analyst

Present information and respond to questions from elected officials, employees, clients, customers, vendors, and the public.

Understand, interpret, explain, and comply with policies, procedures, and regulations, including data confidentiality and privacy restrictions.

Plan, organize, prioritize, and process work to ensure that established deadlines are met; prepare project plans and timelines.

Identify priorities in a rapidly changing environment; track multiple high priority tasks; communicate with customers on progress related to task/project completion.

Prepare and maintain documentation for procedures and processes related to area of assignment.

Identify and conceptualize customer information needs, workflow sequences, and data requirements; evaluate existing system software/hardware capabilities relative to those needs; make recommendations as appropriate; implement system changes/adjustments.

Develop operational procedures and training materials; coordinate and communicate approved changes.

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

Prepare and maintain documentation for system modifications.

Understand and apply applicable technology solution tools to automate manual processes.

Install, debug, and resolve software and system infrastructure problems.

Oversee and coordinate vendor technical staff on hardware and software projects and issues resolution.

Prepare and monitor program budgets.

Communicate clearly and concisely, both orally and in writing.

Explain technical concepts in non-technical terminology.

Provide technical direction and training, oversee, and coordinate the work of lower-level staff.

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

Physical Demands and Work Environment:

While performing the duties of this job, the employee is regularly required to sit at a desk for long periods of time; intermittently stand, bend, squat, climb, kneel, and twist while working on computer equipment, peripherals, and other ancillary equipment; climb ladders; climb under desks; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine

Information Technology Analyst

manipulation; use various hand tools and testing equipment in repair, adjustment, or problem identification of computers and related equipment; use telephone; write or use a keyboard to communicate through written means; and may infrequently lift or carry weight of up to 40 pounds. The employee may occasionally work with the use of a vehicle. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Requires the ability to work in an office environment where the noise level is usually moderate.

Qualifications

Knowledge of:

Operations, services, and activities of an information system program, components, and architecture including computer operating systems, networks, and databases.

Data networking, routing, Virtual LANs, firewall, and network device design configuration and support.

Windows server, authentication, and directory management, on premise and cloud system integration.

Principles and practices related to project management, project budgets, and vendor management.

Diagnosing, troubleshooting, and general maintenance and repair standards.

Best practices for local government network infrastructure, design, implementation, and support.

Best practices for tracking and evaluating system performance.

Customer service principles, practices, operations, and procedures.

Principles, practices, and techniques of change management theory.

Analytical research techniques.

Technical and business writing, report generation, and automation theories.

Training, procedure development, and documentation.

Hardware and software testing methodologies.

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

Pertinent federal, state, and local laws, codes, and regulations.

Education and Experience

Any combination equivalent to the education and experience likely to provide the required knowledge and abilities would be qualifying. A typical way to gain such knowledge and abilities would be:

Education:

A Bachelor's degree from an accredited college or university with major course work in information systems, information technology, computer science, or a related field.

Information Technology Analyst

Experience:

Two years of professional experience in hardware, software, and network systems design, installation, and maintenance in a multi-platform information systems environment.

Substitution:

Additional years of relevant experience may substitute for the required education on a year-for-year basis.

Certifications/Licenses:

Cisco, Microsoft, TIAA Network+, Security+ or other technical certificate(s) are desirable.

Possession of a valid California Class C driver's license.

Additional Requirement:

Must be willing to work outside normal working hours when necessary.

Established: 11/18/24
Resolution #: 2024-149 N.C.S.
Department: Economic Development and Open Government
FLSA Status: Non-exempt