



## JOB DESCRIPTION

### Information Technology Analyst

Date Prepared: March 2014

Class Code: 1625

**SUMMARY:** Under basic supervision, provides full technical support functions for City Information Technology (IT) network and communications systems; identifies and resolves problems; and maintains computer hardware and software systems, technology infrastructure, communications equipment, and peripherals.

**ESSENTIAL FUNCTIONS:** -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:*

- Maintains the network infrastructure, resources, access, and security for the IT Department; analyzes and resolves problems, and verifies the integrity, security, and effective performance of the network systems; performs work within scope of authority and training, and according to IT policies and procedures.
- Administers, updates, and maintains network servers; identifies and defines network problems, isolates errors, and implements technical solutions; works independently, and makes appropriate decisions based on experience and training.
- Monitors status, functionality, and utilization of network environment; resolves configuration, connectivity and traffic issues; monitors system firewalls, and identifies and resolves security and access issues.
- Documents all changes to network environment; assures optimum network performance, system integrity, and maximum uptime; performs backup and restore functions.
- Maintains work log of service requests, equipment malfunctions, software errors, failures, and technical configurations; identifies and reports trends and technical problems which need to be addressed by improved methodologies, procedures, and policies.
- Analyzes and resolves technical problems; notifies manager and other IT technicians of unusual problems and problem trends in order to provide improved IT services.
- Responds to help desk inquiries and requests for Information Technology (IT) services.
- Provides second-level technical support, training, and assistance to employees; explains IT issues, and implements solutions according to IT Department standards, guidelines, and procedures; follows up with users to verify the functionality of the users' systems.
- Installs, moves, updates, and integrates computers, workstations, system components, communications equipment, and peripherals; installs and configures software upgrades, enhancements, and revised functions; verifies performance of user's systems.
- Maintains and enforces all aspects of computer security procedures and standards.
- Supports the relationship between the City of Vernon and the general public by demonstrating courteous and cooperative behavior when interacting with visitors and City staff; maintains confidentiality of work-related issues and City information; performs other duties as required or assigned.

## **MINIMUM QUALIFICATIONS:**

### **Education, Training and Experience Guidelines:**

Bachelor's Degree in Computer Science, or related field; AND three years of network systems administration experience.

### **Knowledge of:**

- City organization, operations, policies, and procedures.
- Principles and practices of network administration, system access, and security procedures.
- Troubleshooting techniques for network operating domains, relational databases, and web- and windows-based software applications.
- Network computer languages, hardware, technologies, topologies, and administration protocols.
- Networked computer system environments and device capabilities.
- Maintenance standards for network operating systems and servers.
- Principles and protocols for the management of electronic information.
- IT access policies, and data security protocols.
- Telecommunications hardware and software systems.

### **Skill in:**

- Analyzing network problems, evaluating alternatives, and developing solutions based on findings.
- Maintaining network hardware, hubs, switches, routers, communications systems, and enterprise servers.
- Analyzing equipment and system malfunctions, troubleshooting computers and software applications, and solving technical problems involving multiple operating systems, applications, and platforms.
- Responding professionally, effectively, and efficiently to customer service requests.
- Assessing customer support needs, and implementing effective solutions.
- Using basic tools and procedures for repairing computers, equipment, and peripheral devices.
- Operating a personal computer utilizing specialized software, and entering information into a computer system with speed and accuracy.
- Establishing and maintaining cooperative working relationships with co-workers.
- Communicating effectively verbally and in writing.

### **LICENSE AND CERTIFICATION REQUIREMENTS:**

A valid California State Driver's License is required.

### **PHYSICAL DEMANDS AND WORKING ENVIRONMENT:**

Work is performed in a standard office environment; may be required to bend, stoop, crawl, and navigate tight spaces. Requires vision capacity to perform fine calibrations and differentiate between colored wires.