



POSITION DESCRIPTION

INFORMATION TECHNOLOGY ANALYST I/II

GENERAL PURPOSE

Under general direction of the Assistant City Manager or designee, develops, organizes and implements programs and equipment related to all phases of the city's information technology and communications systems; consults with users and vendors, advising and making recommendations on applications and acquisitions; when applicable provides pervision of technology support staff and serves as principal liaison to City's Technology User Group (TUG); provide support in the maintenance of the City's Microsoft NT 4.0 Citrix Thin-Client local area network (LAN), maintain and support the City's personal computers (PCs), laptops, WIN terminals and peripherals, telephone and voice-mail network, and coordinate administrative functions associated with technical services, maintain the City's Intranet, and internet connectivity, maintain SQL databases, develop, enhance and maintain new and existing technology related equipment and hardware, work with various technology steering committees to identify, develop, and maintain enterprise-wide information technology solutions, and be responsible for the successful ongoing operation, security, performance and quality of the City's local area network, PCs and peripherals, and phone system.

DISTINGUISHING CHARACTERISTICS

Information Technology Analyst I - This is the entry-level position in the professional technical management series in the City's Technology Support Division of the City Manager's Office. This class is distinguished from the Information Technology Analyst II position by the performance of the more routine professional tasks and duties assigned to positions within this series. Employees at this level are not expected to perform with the same level of independence of direction and judgment on matters related to established procedures and guidelines as are tasks assigned to the Information Technology Analyst II level. As this is an entry level or training class, employees may only have limited or no directly related work experience. Employees work under close supervision while learning tasks.

Information Technology Analyst II - This is the full journey level class within the professional technical management series in the City's Technology Support Division of the City Manager's Office. This class is distinguished from the Information Technology

"EXHIBIT "A"

Analyst I by the assignment of the full range of professional duties in the assigned departmental functional area. In addition, employees at this level may be assigned the full responsibility to supervise Computer Support Technician staff. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and they are fully aware of the operating procedures and policies within the functional work area. Positions in this class are flexibly staffed and are normally filled by advancement from the Information Technology Analyst I level. When filled from a competitive recruitment, the applicant should possess three (3) years of previous professional experience. Attainment of various certifications such as Citrix Meta-frame, and Microsoft Certified Systems Engineer (MCSE), a related field or other relevant professional certification or designation is desirable.

DISTINGUISHING CHARACTERISTICS APPLICABLE TO BOTH LEVELS

The position requires significant technical, administrative, and analytical skills. Requiring training and experience in thin-client network related technologies and structures, help desk, end-user desktop support, database development and management, and telephone and voice-mail support. An ability to work closely and effectively with City staff is also required.

Requires ability to work a flexible schedule, including staggered work hours, holidays, evenings, and respond on-call when necessary. Tele commuting may be required. This is a Fair Labor Standards Act (FLSA) exempt mid-management position which is assigned to the mid management unit for collective bargaining purposes.

SUPERVISION RECEIVED

Works under the general supervision of the Assistant City Manager or designee in a highly independent manner. Technical supervision and direction may be provided by an outsourced System Administrator.

SUPERVISION EXERCISED

Information Technology Analyst I: This level of position generally does not exercise any direct supervision, but will provide coordination and direction in support of the Technology User Group (TUG). May supervise part-time or contract help on a project basis.

Information Technology Analyst II: This level of position may be assigned supervisory responsibility for Computer Support Technician staff level positions in addition to providing supervisory oversight of part-time or contract staff.

EXAMPLES OF DUTIES (illustrative only)

The listed tasks are essential for this position and may include, but are not limited to the following:

Responsible for coordination and management of, and to install, upgrade, troubleshoot and maintain City-wide Microsoft NT 4.0 Citrix Thin-Client local area network (LAN) and Windows95/98/NT based PC hardware, software and applications, provide help desk support and assist users with PC, network, and application related issues, perform system and network administration and functions including user adds, moves, and deletes, backup and restore, preventive maintenance, printer support, maintain problem logs and take corrective action as required, assist with security and disaster planning, assist in the evaluation and testing of software and hardware products, research products and vendors, support and maintain the City's internet website, monitor system security and integrity.

Administration of Mitel OPS Manager phone system, Overture 200 voicemail system, and Xiox call accounting software, serve as liaison with telephone and voice mail service and product providers to resolve telephone problems and telephone move/add/change requests, set up and maintain hardware and software.

Identifies hardware and software requirements to meet enterprise and department information system needs, collaborates with City staff to provide help-desk support, network support, as required, assists in development of City's Intranet or Internet sites requiring web or database-related information, manage postmaster and webmaster accounts, perform and/or monitor system functions, network firewall monitoring, network troubleshooting, monitoring and optimization, ensure technology policies and procedures are observed.

Facilitates department / interdepartmental project team meetings as required to identify, develop and maintain various information systems, inventories and catalogs various enterprise-wide and department-specific database repositories and structures.

Develops classes and conducting training sessions on software applications, network protocols, email, and operational procedures, writes and maintains technical documentation, maintain inventory of hardware, software, books, manuals and other related documents, maintain the technical services library, assist in preparation of user operating manuals, maintains detailed city-wide hardware and software inventory and takes physical inventory of equipment as needed.

Act as departmental and vendor liaison by providing technical assistance to users, coordinates with Information Technology (IT) department staff and users to organize and implement projects, works with departments to facilitate hardware/software installation and conversion processes. Serve on technology steering committees in various capacities.

Provides technical assistance and information to assist departments in long-range planning and development, the development of capital and expense budgets for all departments, and recommend capital purchases and capital budget expenditures, as they relate to technology for City departments.

Develops, implements and monitors City-wide information technology goals, objectives, policies, standards and procedures; prioritizes projects and service requests to include development of timetables; monitors all projects for completion; develops and implements a disaster-recovery plan; develops and monitors information technology budget and expenditures.

PERIPHERAL RESPONSIBILITIES

Coordinates with IT department staff and users to organize and implement projects, works with departments to facilitate hardware/software installation and conversion processes. Serve on technology steering committees in various capacities. Works with various vendors for installation, research, and maintenance support, technology Attends technology related meetings and conferences, attends and presents technical information at City Council and other meetings including Council advisory committees on IT issues, other special assignments as directed by supervisor.

Maintains professional level of technical knowledge of current relevant applications and maintains knowledge of computer industry and related topics through technical courses, vendor meetings, seminars, vendor materials and documentation, self-study, user-group meetings, and professional journals.

MINIMUM QUALIFICATIONS

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of: Operations, policies, procedures and functions of the City including budgeting, principles and practices of computer and telephone support services, computer hardware and software applications and associated security and backup procedures, modern office methods, computer applications in word processing, spreadsheet, database programs and printer operations.

Of the principles and techniques of training, automation systems, principles of multiple complex operating systems and network systems.

Working knowledge of Windows operating systems (Windows 95/98/2000, Windows NT Server, Windows NT Workstation, Windows XP) is required.

Working knowledge of Citrix meta-frame technology is preferred, but not required.

Skill In: Asking questions and getting information in order to diagnose telephone and computer problems, performing system changes by request, setting up records and

tracking methods. In the use of tools and test equipment, solve problems with and update hardware using such tools.

Ability to: Establish effective working relationships with all levels of the organization, understand and carry out oral and written directions, discern what level of support is needed when a problem is presented, perform research and prepare statistical information, operate a wide variety of telephone and computer hardware and software.

SPECIAL QUALIFICATIONS

Excellent written and verbal communication skills, physical strength and agility to safely lift, manipulate, install and troubleshoot computer equipment, ability to hear, understand and retain complex information and instructions.

A high level of customer service orientation and effective interpersonal communication skills is required of the candidate. Proven project management skills, including the ability to balance competing projects concurrently, is required.

Education:

Possession of a bachelor's degree is highly desirable, from an accredited college or university in Information Technology, Computer Sciences, Business Administration, or other similar fields with course work in technology-related subjects.

Experience:

Three to five years of progressively responsible experience in PC computer hardware, software, and peripheral support.

Licenses Certificates And Registration:

CompTia A+ Certification.

Certifications such as Microsoft Certified Systems Engineer (1 MCSE) or Microsoft Certified Professional (MCP) are preferred but not required. Certified administrator of Lucent OVERTURE 200/300 voice-mail system preferred but not required.

Candidate must obtain Citrix Meta-frame certification within one year of date of hire.

Possession of and ability to maintain a valid Class 'C' California Drivers' License.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable

accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may stoop, balance, crawl and kneel, and use arms, legs, and back to occasionally lift and/or move up to 25 lbs on a regular basis, occasionally up to 40 lbs. The employee frequently stands, walks, sits, uses a telephone, and uses a PC with a VDT screen for extended periods of time. Work requires the ability to adjust focus and use hands and fingers to handle and maneuver objects.

WORK CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Incumbent generally works in an office setting, but is sometimes required to make trips to vendor locations, post office, commercial districts, other governmental agencies and other locations away from the office.

The noise level in the work environment is usually quiet. Work environment requires working in a public setting and interacting with members of the public.

SELECTION GUIDELINES

Formal City of San Bruno application accompanied by resume, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Effective Date:

Resolution Number:

Revision History: