

INFORMATION TECHNOLOGY ANALYST I
INFORMATION TECHNOLOGY ANALYST II

DEFINITION

To perform a variety of professional level work, based on assignment, in support of the City's communications network infrastructure, hardware and software, incident management, databases and website; to manage operational systems such as host systems, network infrastructure and communication systems.

DISTINGUISHING CHARACTERISTICS

Information Technology Analyst I – This is the entry level class in the Information Technology Analyst series. This class is distinguished from the journey level by the performance of the more routine tasks and duties assigned to positions within this series. Employees at this level are not expected to perform with the same independence of direction and judgment on matters allocated to the journey level. Since this class is typically used as a training class, employees may have only limited or no directly related work experience. Employees work under general supervision while learning job tasks.

Information Technology Analyst II – This is the journey level class within the Information Technology Analyst series and is distinguished from the I level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

This class is distinguished from the Senior Information Technology Analyst in that the latter performs the most difficult and responsible types of duties assigned to classes within this series including assigned responsibilities for overall implementation of an assigned information technology area and exercising technical and functional supervision as appropriate.

SUPERVISION RECEIVED AND EXERCISED

Information Technology Analyst I

Receives general supervision from an assigned Information Technology Program Manager.

May exercise technical and functional supervision over technical and administrative support personnel.

Information Technology Analyst II

Receives direction from an Information Technology Program Manager.

May exercise technical and functional supervision over lower level professional, technical and administrative support personnel.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Provide systems support for the City's communications network infrastructure, including analysis, diagnosis, maintenance and troubleshooting of operating, database, network systems, telephony systems, and radio systems.

Design, develop, test and implement computer applications and systems related to areas of assignment.

Analyze and solve operating problems; make system modifications as necessary; evaluate and make recommendations regarding requests from departments related to systems development and/or the feasibility of computer applications.

Evaluate operations and activities of customer support; recommend improvements and modifications; prepare various reports on operations and activities.

Manage projects involving multiple City departments.

Prepare technical and administrative reports; train users in operational procedures and prepare related written instructions.

Build and maintain positive working relationships with co-workers, other City employees, vendors, other public agencies and the public using principles of good customer service.

Prioritize competing problems, projects, and ad-hoc customer requests.

Perform related duties as assigned.

When assigned to Service Desk:

Lead and participate in helpdesk activities; establish criteria for priority and urgency response; perform the most difficult troubleshooting and problem resolution related to hardware and software issues.

Maintain and configure Service Desk incident management software.

Forecast technology needs of City programs, including but not limited to, PC replacements, printer replacement and best fit.

Coordinate tasks between Service Desk and other IT functions.

Oversee asset management related to personal computers, laptops, and related peripheral equipment.

When assigned to Network Systems Administration:

Maintain servers and related infrastructure; provide advanced level support for applications and desktops, backup and recovery; maintain telephone and voicemail servers, call center servers, call accounting, radio systems, dispatch consoles, field subscribers and web-based software maintenance and support.

Project manage radio and non-radio projects.

Manage City's FCC licenses, including maintaining, tracking, updating, and coordinating with local frequency coordinator and FCC.

Maintain, support, manage, and procure inventory; program all primary and secondary user radios for all City voice communication systems.

Maintain and support directory and authentication services, email and collaboration services and application service provision.

Provide Tier I and Tier II support of City voice communication systems that have 24/7 criticality; maintain systems outside of normal business hours.

Prepare and maintain system procedures and documentation; monitor systems and network resources; maintain and administer security systems and methodologies.

Inventory and manage all tower antenna installations for troubleshooting purposes and adhere to replacement schedule.

Maintain and implement internal control, network security and other security systems for computer and telecommunication data, systems and hardware protection.

Monitor radio spectrum for interference; track signal and work with FCC to eliminate source.

Analyze, procure, and coordinate data and voice antenna systems for new Police and Fire vehicles.

Monitor disk storage space and backup management.

When assigned to Database Administration:

Design, code, test, implement, backup and maintain databases as it relates to applications; monitor for performance.

Perform mapping analysis and manage spatial data; administer spatial databases.

Maintain, troubleshoot and tune database infrastructure and software for peak performance and stability.

Establish connectivity between databases and applications.

When assigned to Website Design and Maintenance:

Design, code, test and implement software applications and interfaces.

Develop, configure and maintain websites, web applications and related web-based technology; modify website pages that support department goals and objectives and allow for the public interaction; support and troubleshoot web applications.

Maintain, troubleshoot and tune web infrastructure and software for peak performance and stability.

Design, code, test, implement and maintain web forms and applications.

Apply software/security patches and updates.

Configure, tune and monitor IIS settings and statistics.

When assigned to Software Applications:

Maintain and update manuals, codebooks, templates, web pages for departments, and computer control tables.

Research, plan, install, configure and test new systems; maintain and upgrade existing systems and interfaces; apply software updates to servers and schedule periodic server cycling.

MINIMUM QUALIFICATIONS

Information Technology Analyst I

Knowledge of:

Principles and practices of computer systems and related analysis and design.

Computer operating systems, local area networks and data communications software and hardware and network technology and environment.

Principles and practices of website design, configuration, security and maintenance.

Principles and practices of software development, testing and deployment.

Servers, server operations and operating systems.

Relational and spatial databases, including database systems, structure, applications and operations.

Principles and techniques of electronic data processing and application documentation.

Principles and practices of geographic information systems theory, technology, software platform and spatial problem solving.

Records storage and handling techniques.

Computer operating methods, languages and procedures.

Principles and practices of GIS concepts.

Basic use of ESRI desktop software, mapping and cartographic tasks.

Current web tools, including but not limited to, html, xml, IIS.

Ability to:

Perform professional work in support of the City's communications network infrastructure, hardware and software, databases and website.

On a continuous basis, know and understand all aspects of the job. Intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis, sit at desk for long periods of time. Intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; intermittently climb stairs and/or ladders to rooftops and walk rooftops perimeter; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 50 pounds or less.

Intermittently drive for long period of time stopping to exit the car frequently to find elevated spots and walk location with computer and antenna.

Analyze, diagnose, maintain, and troubleshoot operating, database, telephone, radio, and network systems.

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.

Maintain confidentiality as necessary.

Work weekends, evenings or standby, as required.

Communicate clearly and concisely, both orally and in writing.

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

Experience and Training

Experience:

No professional experience is required.

AND

Training:

A Bachelor's degree from an accredited college or university. Major course work in computer science, information systems, GIS, or a related field is desirable. Two years of relevant work experience may be substituted for two years of the required education.

License or Certificate:

Possession of a valid California driver's license by date of appointment

Information Technology Analyst II

In addition to the qualifications for the Information Technology Analyst I:

Knowledge of:

Principles and practices of complex operating system design, analysis, and documentation.

Computer logic and mathematics.

Web-based and client-server application development standards.

Current internet standards and web usability and information architecture.

Networking, telephony, and radio standards and principles.

FCC spectrum allocation, policies, regulations and FCC license requirements.

Advanced principles and practices of GIS concepts.

Standards and principles of relational/spatial databases.

ESRI server and desktop software products.

Principles and techniques of complex and technical GIS programming and spatial analysis.

Principles and techniques of various Internet and data communication systems, computer logic and mathematics.

Internet security practices and standards.

Internet Information Services (IIS) tuning and configuration.

Project management methodologies.

Ability to:

Independently perform professional work in support of the City's communications network infrastructure, telephony, infrastructure, radio infrastructure, databases, hardware and software and website.

Analyze, design, program, install and maintain highly technical and complex operating programs.

Analyze, design, program, maintain, and provide various forms of training on multiple subscriber manufactures and models both within and outside of the City.

Write operating instructions and procedures for electronic data processing machine applications.

Provide advanced end-user support, including researching user complaints and issues and answering technical questions.

Experience and Training

Experience:

Two years of responsible experience performing duties similar to that of an Information Technology Analyst I with the City of Roseville.

AND

Training:

A Bachelor's degree from an accredited college or university. Major course work in computer science, information systems, GIS, geography, or a related field is desirable. Two years of relevant work experience may be substituted for two years of the required education.

License or Certificate

Possession of a valid California driver's license by date of appointment.

11-15-18

05-24-17

05-14-13

08-25-12 Information Technology Analyst I/II

Systems Administrator

07-01-04

Network Analyst I/II

04-26-02

GIS Analyst I/II

07-01-99