



Information Technology Analyst I

Purpose of the role:

Under supervision, participates in routine design, implementation, operation, and maintenance of the City's computing systems; assists in analyzing, designing, testing, installing, and maintaining information systems programs and applications; installs and provides routine technical assistance and user training for PC hardware and software; provides City training on basic software applications; and performs related duties as assigned.

Distinguishing Characteristics:

This is the entry level class in the Information Technology Analyst series. Positions at this level are not expected to function with the same amount of program knowledge or skill level as positions allocated to the Information Technology Analyst II level and exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. Advancement to the "II" level is based on demonstrated proficiency in performing the assigned functions and is at the discretion of higher level supervisory or management staff.

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

Essential Duties and Responsibilities:

- Participates in routine analysis, design, implementation, operation and maintenance of the City's computing systems; installs and provides routine technical assistance and user training for PC hardware and software.
- Assists in performing and implementing the less complex systems maintenance, making program modifications as necessary to meet user requirements; reviews and modifies programs to correct errors and improve efficiency and cost-effectiveness.
- Assists in compiling, integrating, and analyzing information gathered from users to select or modify computer programs; evaluates third-party vendor software.
- Participates in developing systems test plans; tests programs and procedures during installation to ensure system requirements are being met completely and accurately.
- Assists in designing, developing, and modifying programs for microcomputer applications; installs microcomputer equipment and software; customizes installed software to the specific requirements of the user department.

- Responds to inquiries and requests and provides technical assistance on PC systems and programs at user sites throughout the City; resolves problems or refers to higher level staff.
- Assists in developing curriculum, training aids, and manuals on software programs; participates in conducting training programs.
- Maintains current knowledge of information technology trends and innovations; attends and participates in job-related seminars and professional group meetings; reads applicable industry publications.
- Performs related duties as required.

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Basic principles, techniques and procedures of computer programming for administrative and business system applications.
- Basic principles, methods and techniques used in the design and operation of management information systems.
- Basic principles and practices of computer systems analysis and design, including database design and management.
- Basic functions, capacity, characteristics, and limitations of standard computers and related equipment.
- Basic principles and practices of systems troubleshooting.
- Basic principles and techniques of microcomputer systems, programming, and networking.
- Basic use, capability, characteristics, and limitations of microcomputers and related equipment.
- Standard database, word processing, spreadsheet and report generation PC software packages.
- Pertinent federal, state, and local laws, codes, and regulations.

***Desired
Minimum
Qualifications:***

Ability to:

- Analyze and define basic user problems and requirements and develop efficient, cost-effective computer applications solutions.
- Analyze and define basic problems and conceptualize practical microcomputer solutions.
- Learn to understand and apply user systems specifications in performing computer programming.
- Learn to analyze systems requirements and problems and recommend new or modified PC programs to meet department requirements.
- Learn to plan and conduct effective user training courses.
- Prepare clear, concise and accurate program documentation, user procedures, prepare reports of work performed, and other written materials using standard office and computer equipment.
- Work on multiple concurrent projects with strict deadlines and with frequent interruptions.
- Organize work to meet rapidly changing priorities.
- Troubleshoot basic hardware and software problems and make or recommend modifications.

- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Respond and perform assigned duties in the event of a City-declared emergency.

Competencies:

- Effective Communicator
- Team Builder
- Strategic Thinker
- Accountable
- Problem Solver and Decision Maker
- Planner and Organizer
- Technically Knowledgeable

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education and Experience Guidelines:

Education:

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

Experience:

One year of technical experience in systems analysis and design

Licenses; Certificates; Special Requirements:

A valid Class C California driver's license is required.

Physical and Environmental Conditions:

Physical: Sufficient physical ability to work in an office setting; sit, stand, walk, reach, twist, turn, kneel, bend, squat, and/or stoop for prolonged periods of time; perform duties requiring grasping, repetitive hand movement, and fine coordination; and operate office equipment. **Vision:**

See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate office equipment. **Hearing:** Hear in the normal audio range with or without correction.

Environment: Standard office setting; regular interaction with City staff.

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the final qualifications of incumbents within the position.*

Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their supervisor or by law.

Date Adopted: 7/5/03

Date Revised: