



Information Technology Analyst III

Purpose of the role:

Under general supervision, provides leadership in the design, direction and implementation, of the City's overall strategic IT plans; operates and maintains the City's computing network and systems; analyzes, designs, tests, installs and maintains information systems programs, applications and hardware; plans user training as needed; coordinates the IT activities of other professionals in IT and other City departments; coordinates the City's use of IT for storing, viewing and analyzing data; develops and maintains a repository of information that can be accessed throughout the City and performs related duties as assigned.

Distinguishing Characteristics:

This is the highest journey level class in the Information Technology Analyst series. Positions at this level are distinguished from the Senior Information Technology Analyst level by the later having broader application and organizational knowledge to lead in the prioritizing of Citywide needs for new systems or enhancements to existing systems. The Information Technology Analyst III is distinguished from the Information Technology Analyst II by having more specialized technical knowledge and the ability to provide more IT leadership and strategic direction. Applies best practices and business principles while serving as project leader and chief technical representative to assigned projects. Develops new projects, meets with project stakeholders and creates written project plans. Positions at this level receive only occasional guidance regarding overall IT objectives or when unusual situations arise, and may supervise or lead other IT staff. Work is normally reviewed only on completion and for overall results.

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:

- Leads in the analysis, design, implementation, operation and maintenance of the City's computing systems and network; installs hardware and software and provides technical assistance as needed.
- Serves as the chief technical representative on issues related to securing products and services in support of IT systems; negotiates required software and data development with vendors; evaluates and recommends third-party vendor software.

- Performs and implements systems maintenance and design, making program modifications as necessary to meet user requirements and organizational business needs; reviews and modifies programs to correct errors and improve efficiency and cost-effectiveness.
- Participates in the development of strategic goals and objectives as well as policies and procedures; makes recommendations for changes and improvements to existing standards, policies, and procedures; participates in the implementation of approved policies and procedures.
- Serves as administrator for multiple citywide systems; analyzes, reports, and fixes system and network problems; establishes and maintains system integrity and functionality; prepares for and implements upgrades.
- Serves as a project leader, guiding project personnel and formulating detailed project plans and timelines; coordinates efforts among IT and other City staff and vendors; provides technical and functional presentations to senior City management, Council members and constituents; attends related meetings and conferences representing the City's IT staff.
- Maintains current knowledge of information technology trends and innovations, especially in their particular technical areas of expertise; 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.

***Desired
Minimum
Qualifications:***

Knowledge of:

- Advanced principles and practices used in evaluating and developing citywide systems.
- Principles, methods and techniques used in the design and operation of management information systems.
- Principles and practices of computer systems analysis, and strategic planning and design.
- Functions, capacity, characteristics, and limitations of standard computers and related equipment.
- Principles and practices of systems troubleshooting.
- Principles and techniques of computer systems, programming, security, disaster recovery, backups, data storage, databases, user interfaces and networking.
- 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.

Ability to:

- Coordinate medium to large complex technical projects.
- Research and analyze new IT technologies and applications and assess benefits to City.

- Conduct analysis of IT operations and make accurate recommendations based on study findings.
- Develop and implement new and innovative methods, techniques and procedures to enhance current IT operations and functions.
- Document and communicate system modifications and enhancements.
- Assist users in resolving IT systems and analytical problems.
- Analyze and define problems, conceptualize practical computer solutions and develop user systems specifications.
- Translate technical terminology into understandable terms.
- Prepare clear, concise and complete technical documents, reports, and correspondence.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Manage multiple concurrent projects with strict deadlines and with frequent interruptions.
- Organize and prioritize work.
- 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.
- Troubleshoot hardware and software problems and make or recommend modifications

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:

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.

**Education and
Experience
Guidelines:**

Experience:

Four years of progressively responsible experience in a variety of networked systems and some experience in an area of IT strategic leadership, management or consulting.

Licenses; Certificates; Special Requirements:

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

The conditions herein 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 disabilities to perform the essential job functions.

***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: 1/24/06

Date Revised: