Senior Information Technology Analyst

Purpose of the role:

Under direction, provides lead supervision to assigned staff; leads, oversees, and participates in the more complex and difficult work of staff responsible for the analysis, design, implementation, operation and maintenance of the City's computing systems; analyzes, designs, tests, installs and maintains information systems programs and applications of a complex nature; performs a variety of technical tasks relative to assigned areas of responsibility; and performs related duties as assigned.

Distinguishing Characteristics:

This is the advanced journey level class in the Information Technology Analyst series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned including providing training and lead supervision to assigned staff. Employees perform the most difficult and responsible types of duties assigned to classes within this series including the analysis, design, testing, installation and maintenance of information systems programs and applications of a complex nature. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility.

Essential Duties and Responsibilities:

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.

- Leads, plans, trains, and reviews the work of staff responsible for the analysis, design, implementation, operation and maintenance of the City's computing systems; participates in performing the most complex work of the unit including the analysis, design, testing, installation and maintenance of information systems programs and applications.

- Trains assigned employees in their areas of work including information systems analysis, design and implementation methods, procedures, and techniques.

- Verifies the work of assigned employees for accuracy, proper work methods, techniques, and compliance with applicable standards and specifications; ensures adherence to safe work practices and procedures.

- Oversees computer operations; analyzes department functions and systems requirements to determine the feasibility and application of information systems technologies and appropriate, cost-effective alternatives; analyzes user specifications and participates in the analysis and design of systems enhancements or the evaluation of software packages appropriate to meet user needs.

- Analyzes problems related to the common use of data and develops compatible systems.

- Evaluates, implements and maintains new mid-range software applications; implements new applications purchased from third-party vendors and assists in user training; compiles, integrates, and analyzes information gathered from users to select or upgrade computer programs.

- Acts as security officer for the City's computer facility; establishes and maintains appropriate security levels for all hardware and software on the system.

- Develops mid-range computer training curricula; schedules and conducts training programs; provides follow-up assistance to users.

- Performs system management duties including performance tuning and disk clean-up.

- Prepares activity and progress reports regarding project activities.

- Evaluates and recommends appropriate disaster preparedness plans and procedures; evaluates needs regarding the backup and off-site storage of data and software to ensure security and retrieval.

- 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.

Desired Minimum Qualifications:

Knowledge of:
- Operations, services, and activities of an information systems operations and maintenance program.
- Principles of supervision and training.
- Methods and techniques of ensuring efficient information systems operation and maintenance.
- Principles, methods and techniques in the design and operation of management information systems for a mid-range computer.
- Principles and practices of computer systems analysis and design, including database design and management.
- Functions, capacity, characteristics, and limitations of standard computers and related equipment.
- Project planning, prioritizing and scheduling techniques.
- Principles and practices of systems troubleshooting.
- Pertinent federal, state, and local laws, codes, and regulations.

Ability to:
- Supervise, organize, and review the work of staff.
- Independently perform the most difficult information systems analysis functions.
- Research and analyze new technologies and applications and assess benefits to City.

- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Interpret, explain, and enforce department policies and procedures.
- Understand, interpret, explain, and apply applicable federal, state, and local policies, laws, and regulations.
- Analyze and define user problems and requirements and develop efficient, cost-effective computer applications solutions.
- Conduct information systems and procedures analysis and feasibility studies.
- Develop and implement new and innovative methods, techniques and procedures to enhance current operations and functions.
- Analyze complex problems, evaluate alternatives and make sound recommendations.
- 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.
- Troubleshoot hardware and software problems and make or recommend modifications.
- Make sound independent decisions within established guidelines.
- Work under changing and intensive deadlines with frequent interruptions.
- Work independently in the absence of supervision.
- 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
➤ Results Oriented
➤ Problem Solver and Decision Maker
➤ Planner and Organizer
➤ Technically Knowledgeable

Education and Experience Guidelines:

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.

Experience:
Five years of progressively responsible experience in systems analysis and design.

Licenses; Certificates; Special Requirements:
A valid Class C California driver's license is required.

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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 officials and employees.

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Date Adopted: 7/5/03
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