

Information Technology Analyst II

Purpose of the role:

Under general supervision, participates in the design, implementation, operation and maintenance of the City's computing systems; analyzes, designs, tests, installs and maintains information systems programs and applications; installs and provides technical assistance and user training for PC hardware and software; provides City training on standard software applications; and performs related duties as assigned

Distinguishing Characteristics:

This is the full journey level class in the Information Technology Analyst series. Positions at this level are distinguished from the Senior Information Technology Analyst level by the performance of the less complex systems analysis and programming duties as assigned. Incumbents work independently, applying well developed programming knowledge and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. 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:

- Participates in the analysis, design, implementation, operation and maintenance of the City's computing systems; installs and provides technical assistance and user training for PC hardware and software.
- Performs and implements 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 preparing detailed program designs and specifications; translates system specifications into a logical process and set of computer instructions using RPG/400 and control language.
- Compiles, integrates, and analyzes 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.

- Designs, develops, and modifies 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; troubleshoots hardware and software problems and coordinates activities by users and vendors to resolve them.
- Develops curriculum, training aids, and manuals on software programs; schedules and conducts training programs; initiates or coordinates communications regarding PC systems, programs, and applications.
- Maintains software licensing; responds to inquiries and requests for new software programs; purchases software and appropriate licenses for all standard and non-standard software programs.
- Serves as administrator for City e-mail system; analyzes and reports viruses; establishes and maintains e-mail integrity and functionality; prepares for and implements e-mail upgrades.
- 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:

- Principles, techniques and procedures of computer programming for administrative and business system applications.
- Principles, methods and techniques used in the design and operation of management information systems.
- 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.
- Principles and practices of systems troubleshooting.
- Principles and techniques of microcomputer systems, programming, and networking.
- Use, capability, characteristics and limitations of microcomputers and related equipment.
- Principles and practices of training as related to personal computers.
- 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:

- Understand and apply user systems specifications in performing computer programming.
- Analyze and define user problems and requirements and develop efficient, cost-effective computer applications solutions.

- Analyze and define problems and conceptualize practical microcomputer solutions.
- Analyze systems requirements and problems and recommend new or modified PC programs to meet department requirements.
- 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 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:

Two years of progressively responsible 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.

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.

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; interact with officials and the public.



*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: