



January 2019
Class Code: A-59
FLSA: Non-Exempt

INFORMATION TECHNOLOGY ANALYST

DEFINITION

Under direction, performs professional duties support of the District's network systems and associated hardware/software; researches, installs, configures, and maintains all components of the data network infrastructure; implements new systems, programs, and hardware and software upgrades; implements, monitors, and maintains network security; provides highly technical staff assistance to the Information Technology Manager; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Information Technology Manager. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is a professional classification responsible for designing, administering and maintaining the District's computer network infrastructure and associated hardware/software. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to ensure secure and reliable networked systems. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines and methods to complete assignments. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Job functions and performance are subject to provisions contained within the Personnel and Salary Resolution and Memorandum of Understanding applicable to the specified job classification. Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Researches, installs, configures, maintains and upgrades all network hardware and software, including switches, routers, and firewalls, for functionality and security; monitors all systems to ensure that anti-virus programs are operating effectively.
- Installs, configures, upgrades, and troubleshoots the Local Area Network (LAN), Wide Area Network (WAN), Wireless Network, Voice Over IP (VOIP) phone system, network switches, servers and desktop workstations.
- Manages network infrastructure and resources including print and file shares, e-mail system, Active Directory, Domain Name System (DNS), Dynamic Host Configuration Protocols (DHCP), Group Policies, and network security and performance; ensures proper user accessibility.

- Monitors and maintains the District security surveillance system including remote access to Internet Protocol (IP) cameras and servers.
- Performs ongoing server and associated components management, monitoring, and maintenance including virtual servers, storage area network (SAN) systems, routers, switches, and uninterrupted power supplies; performs and monitors server backups to ensure system availability.
- Maintains and troubleshoots networks, systems, and applications to identify and correct malfunctions and other operational problems.
- Implements new systems, programs, and hardware and software upgrades; supports technical requirements of software for users; identifies, analyzes, and resolves software and network problems.
- Communicates and interfaces with end users; instructs end users concerning computer systems and software applications.
- Assists users with operational questions or problems and in the use of computer software applications; provides ongoing support to keep all end users apprised of changes and upgrades to department computer systems and databases.
- Researches, designs, recommends, and implements new technologies to optimize the District's resources and efficiencies; oversees District computerized applications.
- Assists in special projects and activities with other information technology and District staff.
- Works with vendor representatives to implement and facilitate new processes.
- Stays abreast of current trends and developments in the field of computer software programs and networking systems on a variety of hardware operating systems.
- Observes and complies with all District and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles of LAN and WAN design, management and maintenance including associated hardware and software.
- Server infrastructure design, implementation, maintenance and administration.
- A diverse range of network protocols.
- Methods and techniques of troubleshooting and resolving network hardware and software issues.
- Methods and techniques of administering Storage Area Networks (SAN).
- Best practices in network security including internal and external protocols, system monitoring, backups and recovery strategies.
- Client-server programming languages.
- Wireless technology concepts.
- Principles of database administration.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to District operations.
- Research techniques, methods, and procedures.
- Technical report writing practices and procedures.
- Record-keeping principles and procedures.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Design, administer, maintain and upgrade network infrastructure and associated software.
- Maintain system security to ensure integrity of data and system availability/reliability.
- Install, operate and troubleshoot enterprise level servers and networking equipment including internet, communication and wireless systems infrastructure.
- Provide recommendations on new or existing network and computer hardware and software systems.
- Communicate technical information to a wide variety of users.
- Prepare and maintain accurate and complete records, clear and concise reports, and technical documentation.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to a bachelor's degree from an accredited college or university with major coursework in computer science, information systems, or a related field; and three (3) years of increasingly responsible professional network systems administration and maintenance experience.

Licenses and Certifications:

- None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 50 pounds or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.