



SENIOR INFORMATION TECHNOLOGY ANALYST

Class specifications are intended to present a description of the range of duties performed by the classification. Specifications are not intended to reflect all duties performed. Classifications will perform other related duties as assigned.

Definition:

Under direction, this position performs a variety of difficult and complex technical tasks in support of the City's voice/data network, desktop/server infrastructure, business applications and database infrastructure.

Classification Characteristics:

The Senior Information Technology Analyst is an advanced professional level position that may exercise technical and functional supervision over lower level staff.

Essential Functions:

- Evaluate, plan, test and implement complex city-wide technology projects including but not limited to; major system and application deployments, software and firmware upgrades; commercial off the shelf (COTS) software applications and in-house developed software applications; architect technical solutions and write product evaluations/recommendations; create both technical and end user documentation as well as deliver technical training to the end user community; identify operation efficiency improvements in concert with software assurance upgrades and new product enhancements.
- Recommend and coordinate the procurement and acquisition of computer hardware, software, voice and data communication systems and network security appliances; define the scope of technical projects; prepares the technical specifications; plan for future business needs, researches and prepares bid specifications.
- Respond to service requests to resolve complex technical problems; monitor network/system performance; cyber threat penetration; storage area network capacity; make recommendations to secure network, bolster system performance and increase network and storage capacity.
- Perform system administration functions, including but not limited to: local area networks (LAN) and wide area networks (WAN), point-to-point wired and wireless networks, firewalls, web and spam filters, email systems, voice and data communication systems, call center, voice mail and web chat applications, storage area network, virtual server and desktop infrastructure, wireless/Wi-Fi infrastructure, manage print services infrastructure, enterprise data back-up and recovery infrastructure, business continuity and disaster recovery infrastructure.
- Perform highly complex network, server, application and telephony upgrades; manage the software upgrade assurance process with technology vendors; coordinate the virtual or physical delivery of application/firmware upgrades; test and implement the required upgrades; in advance of major upgrades, coordinate anticipated system outages with internal staff members as well as coordinate press releases with Community Relations for system outages affecting the general public.

- Perform database administration functions including but not limited to: database server installation and ongoing maintenance; SQL database scripting and reporting; writing programs to automate data extracts and report publishing; database security and ongoing database optimization.
- Manage the technical relationship with external vendors to ensure internet and point-to-point data communication service levels are optimal; monitor wired, wireless and Wi-Fi circuits to ensure system availability and network performance; investigate, troubleshoot and resolve technical problems.
- Evaluate the need for new system platforms and upgrades to legacy systems; identify and recommend improvements; define the scope of technical projects and negotiate with vendors for services and products; research and prepare bid specifications; procure equipment and oversee the work of vendors.
- Research new technologies and collaborate with staff to establish an Information Technology strategic plan/road map; ensure proposed emerging technologies are compatible with the existing technology infrastructure; consult with users on the design and feasibility of proposed systems and make recommendations for the implementation and ongoing system maintenance activities; seek continuous improvement and evaluate the end user's needs; provide cost estimates and time requirements to implement required new systems and system modifications.
- Maintain network and data security in compliance with City policy and PCI compliance for customer payment transactions; ensure network equipment and data residing on the technology infrastructure is physically and virtually secured; ensure data archival and storage of business applications are in accordance to the City's retention schedule.
- Continually research and keep abreast of emerging technology as well as products and services that are being discontinued; make recommendations to ensure the Information Technology Strategic Plan remains intact.
- Participate in the development and administration of the Information Technology budget.
- Maintain the security of confidential and proprietary information being processed; maintain files in accordance to the City's retention schedule.
- Effectively communicate information, both orally and in writing, to employees regarding areas of responsibility.

Qualifications:

Knowledge of:

- Principles and practices of software and hardware installation and repair, including automated software installation techniques.
- Local and wide area network (LAN/WAN) design, management, security and operation, including the AS400.
- Client/server computing strategies including virtual server and virtual desktop architecture, design, implementation and support.
- Modern computer equipment, including a variety of hardware, software, operating systems and languages including VMware, Windows Server and Linux operating systems.
- Voice and data unified communication systems including voice over internet protocol (VOIP) architecture, design, implementation and support.
- Network point-to-point, wireless and Wi-Fi architecture, design, implementation and support.

- Principles, techniques and terminology of voice and data communications, personal computer systems, mid-range computer systems, network infrastructure, server/storage infrastructure, network and data security, database administration and application development.
- The inter-relationship of central application servers, desktop computers, local area and wide area networks (including wired and wireless point-to-point networks), voice and data communications including the integration of telephony services with email services and remote access capabilities as it pertains to mobile devices.
- Diagnostic methods used for analyzing equipment or system problems. Preventative maintenance methods and techniques including network management, automated software delivery tools and remote technical support.
- Database administration and application development methods for accessing data and developing applications to present data in a customer user friendly format. Practical knowledge of data mining practices.
- Modern office procedures and methods; methods and techniques for record keeping and report preparation; and proper English, spelling and grammar.
- Occupational hazards and standard safety practices.
- Applicable Federal, State and local laws and regulations.

Ability to:

- Identify, analyze and define information technology needs, collect information, establish facts and draw and present valid conclusions.
- Understand, identify, interpret, troubleshoot, analyze and resolve complex hardware, software, business application, network, data security and end user issues. Develop a plan of action and implement an appropriate solution.
- Research and prepare complex technical materials to provide solutions to technical problems; document written instructions including procedures, manuals, system documentation and end user training guides.
- Appropriately manage workload consisting of multiple projects, deadlines and unplanned interruptions to achieve timely and accurate work outcomes.
- Read, analyze and take corrective action or refer problems to appropriate vendor in response to system, application and network related events and outages.
- Learn and apply new information technology techniques and practices as required.
- Communicate clearly and concisely, both orally and in writing.
- Interpret and apply Federal, State and local policies, laws and regulations.
- Work independently in the absence of supervision.
- Observe safety principles and work in a safe manner.
- Respond to problems and emergency calls.
- Establish and maintain cooperative working relationships with those contacted in the course of work, including City staff and the public.
- Maintain physical condition, audio-visual discrimination and perception and mental capacity appropriate to the working conditions and the performance of assigned duties and responsibilities.

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

Experience:

Three years of increasingly responsible experience in information systems and network administration.

Training:

Equivalent to a Bachelor's Degree from an accredited college or university with major coursework in computer science, computer information systems, management information systems or a closely related field.

License or Certificate:

Possession of a California Class C Driver's License.

Working Conditions:

Work in an office environment including prolonged standing, sitting walking, reaching turning, kneeling and bending. Position requires the ability to push, pull, drag and lift up to 50 pounds. Normal manual dexterity and hand/eye coordination and repetitive hand movement using a computer keyboard and mouse. Near vision needed to inspect equipment, read reports, code, technical manuals and other records. Far vision needed for driving motorized vehicles. Frequent exposure to vibrations and pitch of computer equipment.