



Senior Information Technology Analyst

Summary

Perform and provide a lead role in a variety of professional level duties in the areas of design, development, implementation, maintenance, administration, and support of computer hardware and software systems to meet business needs. Depending on the area of assignment, incumbent(s) may perform duties related to business or network systems.

Business Systems assignment duties include: Consult with departmental customers to identify and analyze business functions that can be improved by the implementation of new software solutions; translate business requirements into system deployments, including the development of design specifications; project management of new system implementation; configure enhancements to and maintain existing systems.

Network Systems assignment duties include: Plan, design, and implement interdepartmental information systems; project management for infrastructure projects; design, install, maintain, configure, troubleshoot, and monitor network infrastructure and related system components including servers and platforms. Develop and implement cybersecurity initiatives to reduce risk and improve recoverability; implement cybersecurity tools, develop and test disaster recovery, incident response, and continuity of operations plans.

Class Characteristics

General direction is provided by a higher-level manager; responsibilities may include the direct or indirect supervision of professional, technical, and/or administrative support staff.

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 greater level of responsibility assumed, complexity of duties assigned, independence of action taken, and by the nature, scope, and impact of decisions made. Incumbents perform the most difficult, complex, and responsible types of duties assigned to classes within this series, which may include providing direct supervision over assigned personnel.

Essential Duties, Skills, and Demands of the Position

The duties, skills, and demands described here 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 a disability to perform the essential duties, skills, and demands.

Duties:

While majority of the duties assigned to a position typically fall within one of the following areas, incumbents may also be assigned duties that cross multiple areas:

Business Systems:

Provide project management for complex, multi-department modifications, interface programs, new systems, information systems, databases, and annual updates; develop project plans, timelines, and test scripts; prepare test data and lead testing efforts; evaluate test results and approve code changes for deployment into a production environment.

Develop, prepare, and evaluate Requests for Proposals and contracts; gather functional and technical requirements; assist with the evaluation of proposals and selection of vendor; prepare vendor agreements and staff reports; monitor contract compliance and maintenance agreements as assigned.

Evaluate new technology to determine compatibility with existing systems; prepare data flow diagrams and process flow analysis for current and new automation to ensure maximum system utilization and tasks assigned to correct work unit.

Develop detailed technical specification documents and requirements for complex system modifications and interfaces; identify and coordinate resolution of issues and required modifications on proposed solutions; make recommendations to ensure technical success; design documentation and workflow of new and existing system specifications for integration; coordinate requirements, priorities, and work between multiple vendors.

Lead the implementation, coordination, testing, problem resolution, and procedure development associated with department technology.

Lead the negotiation of acceptable issue resolution and required delivery schedules with computer software, hardware, and service vendors.

Coordinate the development of documentation and implementation of training and procedures for new systems and programs, coordinate with vendors, internal technical staff, management, and system customers.

Evaluate customer business needs and recommend technology solutions.

Develop and monitor the work plan for staff; assign work activities, projects, and programs; review and evaluate work products, methods, and procedures; meet with staff to identify and resolve problems.

Develop policy and procedural recommendations regarding implementation and maintenance of the City's Enterprise Business Systems.

Oversee, review, and evaluate contracted vendor technical staff on hardware and software projects,

Participate in the development of information technology budgets; monitor and review budgets throughout fiscal year.

Attend professional meetings and conferences to represent the department's needs and interests.

Coordinate development of custom reports, diagrams, exhibits, maps, displays, and queries based on customers' needs and specifications; perform file extracts and queries; determine report specifications.

Administer servers and workstations by installing and troubleshooting system software and

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programs; administer system access and security.

Oversee, perform, and review daily, monthly, and annual jobs and reports associated with departmental applications.

Train and provide technical direction and support to customers on software, and/or custom applications; write procedures for utilizing software and applications.

Provide professional customer support for a variety of business systems, including vendor-supported systems and application updates.

Provide after-hours support as required; research, analyze, and resolve reported issues in a timely manner.

Perform related duties as assigned.

Network Systems:

Lead, design, configure, install, and support information technology infrastructure, including network equipment, servers, disk storage comprised of on-premise, cloud or hybrid components.

Provide project management for complex, multi-department modifications, interface programs, new systems, information systems, databases, and annual updates; develop project plans, timelines, and test scripts; prepare test data and lead testing efforts; evaluate test results and approve code changes for deployment into a production environment.

Lead assigned projects, including equipment moves, design changes to the network and server infrastructure, change in departmental software or hardware, network systems and/or operating systems components and services in collaboration with other departments and standard operational maintenance including appliance, software, and hardware upgrades.

Plan, prioritize, and review the work of personnel in assigned area.

Evaluate and prepare reports on operations and activities of assigned area; recommend improvements and modifications.

Lead and/or support the planning, procurement, and administration of Office 365.

Recommend, implement, and/or lead the development of system policies, procedures, and plans related to IT operations, cybersecurity, business continuity, and data management; assist in testing incident response, disaster recovery, and business continuity plans.

Analyze departments' system and program problems and/or change in requirements; recommend and oversee and/or implement software and/or hardware modifications, upgrades, or enhancements.

Install, configure, troubleshoot, test, and repair desktop computers and laptops to department standards; participate in standards development; maintain desktop configuration control; install and configure standalone and networked printers, scanners, and wireless bridges and networks.

Analyze and evaluate vendor supplied software and hardware products; recommend new or replacement products; coordinate the acquisition, installation, and application of vendor products; evaluate and monitor hardware and software support contracts.

Implement, evaluate, monitor, maintain, and recommend appropriate security systems and operating procedures.

Perform related duties as assigned.

Skills/Abilities:

Review upcoming guidelines, best practices, policies, and legal requirements with relevance to different areas of systems infrastructure, stay current on ongoing government topics related to information technology (IT).

Read, analyze, and interpret technical and numerical information; to reason logically, draw valid conclusions, take appropriate actions and/or make appropriate recommendations.

Write reports, define problems, collect data, establish facts, and draw valid conclusions.

Identify, analyze, evaluate, diagnose, and recommend solutions to system problems.

Present information and respond to questions from elected officials, employees, clients, customers, vendors, and the public.

Understand, interpret, explain, and comply with policies, procedures, and regulations, including data confidentiality and privacy restrictions.

Plan, organize, prioritize, and process work to ensure that established deadlines are met; prepare project plans and timelines.

Prepare and maintain documentation for procedures and processes related to area of assignment.

Identify and conceptualize customer information needs, workflow sequences, and data requirements; evaluate existing system software/hardware capabilities relative to those needs; make recommendations as appropriate; implement system changes/adjustments.

Develop operational procedures and training documentation; coordinate and provide customer training.

Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

Prepare and maintain documentation for system modifications.

Understand and apply applicable technology solution tools to automate manual processes.

Install, debug, and resolve complex software and system infrastructure problems.

Oversee and coordinate vendor technical staff on hardware and software projects and issues resolution.

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Prepare and monitor program budgets.

Communicate clearly and concisely, both orally and in writing.

Explain technical concepts in non-technical terminology.

Provide technical direction and training, oversee, and coordinate the work of lower-level staff.

Establish and maintain effective working relationships with those contacted in the course of work.

Physical Demands and Work Environment:

While performing the duties of this job, the employee is regularly required to sit at a desk for long periods of time; intermittently stand, bend, squat, climb, kneel, and twist while working on computer equipment, peripherals, and other ancillary equipment; climb ladders; climb under desks; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use various hand tools and testing equipment in repair, adjustment, or problem identification of computers and related equipment; use telephone; write or use a keyboard to communicate through written means; and may infrequently lift or carry weight of up to 40 pounds. The employee may occasionally work with the use of a vehicle. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Requires the ability to work in an office environment where the noise level is usually moderate.

Qualifications

Knowledge of:

Operations, services, and activities of an information system program, components, and architecture including computer operating systems, networks, and databases.

Principles and practices related to Application System Life Cycle, including application software selection, implementation, and support best practices.

Principles and practices related to project management, project budgets, and vendor management.

Application system software design, system application purposes, database configurations and process workflows; systems analysis, operations, and modification.

Diagnosing, troubleshooting and general maintenance and repair standards.

Local government network infrastructure and/or business systems.

Principles and practices of local government budgeting for capital projects and operating expenses.

Best practices for tracking and evaluating system performance.

Customer service principles, practices, operations, and procedures.

Principles, practices, and techniques of change management theory.

Analytical research techniques.

Technical and business writing, report generation and automation theories.

Training, procedure development and documentation.

Software testing methodologies.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Pertinent federal, state, and local laws, codes, and regulations.

Principles and practices of supervision.

Education and Experience

Any combination equivalent to the education and experience likely to provide the required knowledge and abilities would be qualifying. A typical way to gain such knowledge and abilities would be:

Education:

Equivalent to a Bachelor's degree in a discipline relevant to the area of assignment.

Experience:

Business Systems:

Four years of professional information technology experience in systems administration, analysis, development, and project management related to networked and cloud-based systems.

Network Systems:

Four years of professional experience in hardware, software, and network systems design, installation, and maintenance in a multi-platform information systems environment.

Substitution:

Additional years of relevant experience may substitute for the required education on a year for year basis.

Certifications/Licenses:

Possession of a valid California Class C driver's license.

Additional Requirement:

Must be willing to work outside normal working hours when necessary.

Established: 11/18/24

Resolution #:

Department: Economic Development and Open Government

FLSA Status: Non-Exempt