

Job Title: Information Technology Analyst**Division: Management Services**

Summary:

Under general supervision, performs professional-level technology infrastructure maintenance and support including hardware, software, telecommunications, network infrastructure, cyber security and disaster recovery; performs technical and project management; provides user training and advanced application support; and performs other related duties as assigned.

Essential Duties and Responsibilities:

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

- Plans, coordinates and performs the day-to-day maintenance, update and support of the District's information technology hardware and software infrastructure and systems; participates in researching and evaluating current and new network software, hardware, methods and techniques to improve network reliability, security and performance.
- Performs network and system administration functions including installing, upgrading, configuring and maintaining physical and cloud infrastructure; monitors and optimizes security, performance and capacity of network.
- Configures firewall equipment and security software at all District locations and ensures network connections are maintained; monitors systems resources including server utilization, disk usage, response time and other performance issues.
- Consults with District staff and provides project and technical leadership in analyzing operational and business goals and objectives, regulatory requirements, and utilization of current application software; recommends technology solutions and plans for new or enhanced hardware and software implementations.
- Coordinates and oversees the work of external contractors and vendors to ensure contract requirements, timelines and District standards are met; serves as liaison between vendors and users.
- Administers, maintains, modifies and repairs telephony, VOIP and e-mail communications networks, systems, equipment and services; configures and maintains wireless infrastructure; maintains encryption and authentication systems to protect the network.
- Assists with management of technology inventory, replacement and software licensing programs; researches, orders and purchases computers, hand-held devices, cellular phones and other mobile devices.
- Participates in the selection, installation and testing of hardware enhancements and software packages; facilitates user training for new and existing application software based on evaluation of departmental needs.
- Provides routine and escalated help-desk support and training.

- Stays current with related assignment-related technologies, standards and best practices; and represents the department in industry groups and meetings.
- Conducts special studies and projects and prepares statistical and narrative reports, correspondence and other written materials.

Other Duties and Responsibilities:

- May be required to drive District or personal vehicle.
- May provide work guidance in the work of other Information Technology and administrative support staff; participates in prioritizing workload and monitoring work of other employees for completeness, accuracy and conformance with departmental standards; provides information, instruction and training on work processes, proper uses of equipment and safe work practices.
- May respond to after-hours callouts related to computer hardware and software failures.
- Exempt employees may be required to work nights and weekends.
- Participates during disasters or when emergency response is needed.
- Performs related duties as assigned.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Any combination of experience and training that would likely provide the required knowledge, skill, and/or ability listed below is qualifying.

Education/Experience:

A typical way to obtain the knowledge and abilities would be: graduation from an accredited four-year college or university with coursework in information technology, computer science or a related field, and at least three years of progressively responsible information technology experience; or an equivalent combination of training and experience.

Language Ability:

Ability to read, analyze, interpret and apply concepts found in printed and online technical publications, manuals and other documents. Ability to write reports and business correspondence and maintain technical drawings and training manuals. Ability to present technical information and respond to questions from managers, employees and applicants in non-technical language.

Math Ability:

Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.

Reasoning Ability:

Ability to assist in developing and recommending policies and procedures related to information technology.

Ability to analyze and define problems, identify appropriate alternative solutions, project consequences of proposed action, and coordinate and implement recommendations.

Ability to understand and apply functional requirements to the development of proposals, specifications and recommendations for efficient, cost-effective technology solutions to meet business needs and requirements.

Certificates and Licenses:

- Valid California driver's license with a good driving record and current automobile insurance.
- Possession of a Microsoft Certified Solutions Expert (MCSE); Core Infrastructure or equivalent certification is desired.
- Department of Justice fingerprint clearance.
- All full-time candidates require satisfactory completion of a pre-employment functional capacity examination.

Other Required Skills:

Standard programming and scripting languages and utilities applicable to assigned area of responsibility.

Knowledge of cloud-based systems and services, including capabilities applicable to District information systems.

Knowledge of principles and practices of business office automation and information technology, including network infrastructure, database administration, systems administration, and operating systems.

Train in the usage of word processing, spreadsheets and database programs.

Ability to design, configure, manage and maintain the operations of complex wired and wireless network systems to achieve optimal technical performance and user support.

Maintain confidentiality of information and work products.

Supervisory Responsibilities:

Provides lead work guidance to Information Technology Technicians and department administrative support staff.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Employees work under typical office conditions. The work environment is subject to low to moderate noise levels and frequent contact with internal and external customers.

Physical Demands:

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit or stand for extended periods and to talk or hear, in person and by telephone; use hands to finger, handle, feel or operate computers and other standard office equipment; and reach with hands and arms. Employees are frequently required to walk, stoop, kneel, bend, crouch, ascend and descend stairs; must frequently lift and/or move up to 25 pounds and occasionally up to 50 pounds. Duties require close vision and the ability to adjust focus.

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Revised 4/4/24

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 them by their supervisors or by law.