INFORMATION TECHNOLOGY ANALYST I
INFORMATION TECHNOLOGY ANALYST II

DEFINITION

To provide a wide range of technical, analytical, operational support, programming, coordination, project management, training and customer services for City departments in the implementation of host systems, communications, and network infrastructure; and to perform a variety of technical tasks related to evaluating, introducing and maintaining technology.

DISTINGUISHING CHARACTERISTICS

Information Technology Analyst I - This is the entry level class in the Information Technology Analyst series. This class is distinguished from the journey by the performance of the more routine tasks and duties as assigned to positions within this series. Employees at this level are not expected to perform with the same independence of direction and judgment on matters allocated to the journey level. Since this class is typically used as a training class, employees may have only limited or no directly related work experience. Employees work under immediate supervision while learning job tasks.

Information Technology Analyst II - This is the full journey level class within the Information Technology Analyst series. This class is distinguished from the entry level by the assignment of the full range of duties. Employees 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. Positions in this class are flexibly staffed and are normally filled by advancement from the entry level.

SUPERVISION RECEIVED AND EXERCISED

Information Technology Analyst I

Receives general supervision from an assigned supervisor.

Exercises technical and functional supervision over less experienced technical and administrative support personnel.

Information Technology Analyst II

Receives direction from an assigned supervisor.

Exercises technical and functional supervision over technical and administrative support personnel.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Perform a variety of specialized, highly technological telecommunications and computer or network system-based duties in support of specialized functions or programs.

Provide operation systems management for the City network infrastructure, including but not limited to programming, building, analyzing, diagnosing, maintaining, securing and operating various systems.

Answer questions, respond to end-user requests in a timely manner; and provide information, assistance and training to personnel and departments on technology-related issues.

Coordinate information system activities with users; assist in the assessment of output requirements, data processing schedules, volume of transaction data and other factors to determine the level and type of computer information system support required.

Analyze, diagnose, test and recommend or provide appropriate solutions for problems with system, terminal, computer, e-mail, Internet, software, hardware, telecommunications or other technology related issues.

Implement internal control, network security methodologies and other security systems for data, systems, hardware protection and recovery procedures; ensure timely and accurate back-up of data; implement disaster recovery procedures as needed; and, maintain appropriate confidentiality of sensitive information.

Install, configure, program and test servers, LAN and other computer related software and hardware; monitor systems and network resources; and, perform appropriate testing functions as needed.

Develop computer programs or databases using computer based languages, as appropriate; perform other programming functions and modifications as assigned.

Keep abreast of technology advancements; develop and present training to staff on relevant technology related information, new equipment, program upgrades, and other upcoming changes.

Prepare and maintain documentation and instructions; maintain and update manuals, codebooks, templates, web pages and related documents; and, follow recommended protocols and procedures.

Plan and maintain project schedules and work requests; monitor, coordinate and report project status and problems.

Assist in education and enforcement of the City's information technology policies; serve as positive role model with regard to information technology policies; communicate with Information Technology Manager if observe users violating City policies; assist Human Resources in gaining information and access to computers and the network during investigations or as needed.

Assist with research of available solutions and the procurement of technology related equipment or services; research specifications and costs; test beta equipment; and, research and prepare technical and administrative reports as assigned.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Information Technology Analyst I

Knowledge of:

Methods and techniques of evaluation and analysis of software, hardware and application systems, to achieve efficient system utilizations.

Principles and practices of business office automation and information technology including network systems, database administration and operating systems, software and hardware and telecommunications.

Common application programming languages; computer logic; and capabilities, characteristics and limitations of automation systems.

Principles and practices of systems and procedures analysis and design, including procedures and methods for systems documentation.

Troubleshooting techniques used in resolving operations problems with operating systems, computer software and related systems and equipment.

Capabilities of personal computers and the interconnectivity to a central host-based system.

Common software used for personal computers.

Principles and practices of good customer service.

Techniques and principles of effective interpersonal communication.

Principles and practices of safety management.

Pertinent local, State and Federal laws, ordinances, City functions, policies, rules and regulations.

Ability to:

Organize, plan, schedule and implement technological operations/activities and related special projects.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; research, identify and interpret technical information; observe and problem solve technology issues.

On a continuous basis, sit at desk for long periods of time; intermittently twist to reach office equipment surrounding desk; bend, squat, climb, kneel, reach and twist when working on and performing installation of equipment; perform simple and power grasping, pushing, pulling and fine manipulation; use telephone and write or use a keyboard to communicate through written means; and lift or carry weight of 100 pounds or less.

Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.

Intermittently, review documents related to department operations; observe, identify and problem solve computer operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve technology issues.

Work efficiently and effectively with various software, hardware, operating systems, databases, network systems and telecommunication systems to include installation, upgrade, maintenance and trouble shooting.

Write and perform programming functions in appropriate computer languages; monitor computer information system utilization and recommend appropriate revisions to processes.

Develop and test programs; prepare test data and test and debug application programs; perform maintenance on computer and telecommunication systems.

Use principles of effective office safety including use of equipment in a proper and safe manner, use of preventative personal ergonomic techniques, and maintenance of safe housekeeping in personal and common workspaces.

Preserve a high level of confidentiality of information encountered as part of work; exhibit professionalism, high standards and ethics; follow the City's information technology policies; maintain and administer City security systems and methodologies.

Assist users; explain clearly and provide technical training to others in the use of system hardware and software.

Interpret and apply administrative and departmental policies, laws and rules; analyze situations carefully and adopt an appropriate, effective course of action.

Operate a personal computer with proficiency and familiarity to effectively to produce highly complex, technical, professional reports, charts, spreadsheets and other documents and to maintain databases and records.

Work scheduled and emergency overtime; be available for call back, as required; and to change work periods and work days dependent on operational requirements of the City.

Provide high quality, economical services to the Citrus Heights community, placing emphasis on responsive customer service.

Demonstrate a civic entrepreneurial spirit by generating new, innovative ideas and development of better methods to accomplish tasks and complete projects.

Foster an environment that embraces diversity, integrity, trust and respect.

Be an integral team player, which involves flexibility, cooperation and communication.

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

Work with various cultural and ethnic groups in a tactful and effective manner.

Communicate clearly and concisely, both orally and in writing.

Work scheduled and emergency overtime; be available for call back, as required; and to change work periods and work days dependent on operational requirements of the City.

Experience and Training

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

Experience:

No previous professional experience required. Two years of technical experience is highly desirable.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in computer science, information systems management, network administration, or a related field. Two years of professional information technology experience may be substituted for a Bachelor's degree.

License or Certificate:

Possession of, or ability to obtain, a valid California driver's license and proof of automobile liability insurance are required.

Information Technology Analyst II

In addition to the qualifications for the Information Technology Analyst I:

Knowledge of:

Effective report writing and research techniques for highly complex work.

Principles and practices of good team building and team leadership.

Principles and practices of project management and work flow analysis.

Techniques and methods of training users and oral presentation.

Ability to:

Oversee all help desk calls and coordinate the unit's response in a timely manner.

Develop training documents and train team members in proper use of complex technical equipment and software.

Manage more complex projects and assignments.

Coordinate meetings effectively and facilitate outcomes.

Assist in the development and monitoring of an assigned program or project budget; project, track and reconcile expenses.

Diagnose problems of a more complex nature.

Work independently and propose solutions to technical problems of the most complex nature.

Experience and Training

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

Experience:

Two years of increasingly responsible professional level experience in computer technology or telecommunications operations is desirable.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in computer science, information systems management, network administration, or a related field.

License or Certificate:

Possession of, or ability to obtain, a valid California driver's license and proof of automobile liability insurance are required.

Gain certification in various specialized maintenance, construction and emergency tools as required by OSHA and needed by the organization.

Certified Netware Engineer (CNE) is desirable.

Microsoft Certified Engineer (MSCE) is desirable.

Equal Opportunity Employer

It is the policy of the City of Citrus Heights not to discriminate against qualified employees or applicants because of race, color, religion, gender, sexual orientation, marital status, national origin, ancestry, citizenship, age, medical condition, physical or mental disability, or any other basis protected by law. Qualified individuals with a disability will receive reasonable accommodation, as required by the California Fair Employment and Housing Act (FEHA), and federal laws including the Americans with Disabilities Act (ADA) and Section 504, during any phase of the selection process, providing such request is made to Human Resources at least five working days in advance. Medical disability verification may be required prior to accommodation.

File:	Information Technology Analyst I
	Information Technology Analyst II
FLSA:	Non-exempt
Created:	01/01/02
Revised:	11/01/02 – Proposed edits to "Confidentiality and IT Policies" duty statement and ability statement.
	11/01/02 – Proposed addition of "Work scheduled and emergency overtime; be available for call back, as required; and to change work periods and work days dependent on operational requirements of the City."
	01/03/02 – Proposed edits of "two years of technical experience is highly desirable" to the experience qualifications.
	07/29/03 – Added Section 504 language
	10/15/10 – Corrected EEO Language