INFORMATION SYSTEMS ANALYST

DEFINITION

Under supervision, to perform a variety of technical and administrative duties related to information systems design, installation and support.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from Finance Director.

Exercises functional and technical supervision over lower level staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Works closely with all departments; coordinates support functions with the mission to implement information systems to achieve city-wide goals, objectives and policies.

Installs computer hardware, peripheral equipment and software applications.

Performs various administrative functions including budgeting, contract supervision, equipment acquisition and vendor payments.

Diagnoses, analyzes and resolves complex application, operating system, hardware, and network problems.

Performs system backups on mainframe computer system, computer network and workstations.

Trains users how to use applications and networks.

Responds to and documents service calls.

Answers user questions regarding network or equipment operations, special job requests and processing operations.

Defines and establish policies pertaining to network usage and software and hardware standards.

Maintains service logs and inventory of all computer equipment.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Attends training courses to expand knowledge of City Systems.

Observes and enforces City policies on computer, Internet, e-mail and telephone use.

OTHER JOB RELATED DUTIES

Perform related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Municipal government operations.

Principles and procedures of information systems analysis, design and security.

Basic programming and script writing techniques.

Software installation, use and maintenance.

Computer and network hardware installation, use and maintenance.

Windows Server administration.

Methods and techniques of project management.

Methods and techniques of setting up networks and network administration.

Networking security.

Inventory management.

Principles of supervision.

Customer service techniques.

Modern office practices, procedures and appliances.

Skill to:

Diagnose and determine hardware and/or software failure and take corrective action.

Skill to:

Operate multiple computer systems, communications and peripheral equipment.

Prepare equipment performance and production records.

Follow written and coded instructions.

Manage time effectively while supporting a high demand for end user training and assistance.

Ability to:

Communicate with technical and non-technical individuals to promote the use of technology.

Read, interpret and apply complex technical publications, manuals and other documents.

Establish and meet service level expectations with City departments and outside service providers.

Work in a self-directed manner.

Maintain effective relationships with all levels of employees, vendors and contractors.

Diagnose, analyze and resolve complex application, system, hardware and network problems.

Make group presentations.

Establish and maintain a Windows network and networked PCs.

Work safely around electronic equipment.

Experience and Training Guidelines
Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

Three (3) years of responsible technical experience performing technical support and network administration on PC=s, networks, peripheral equipment and software in a commercial or government environment.

Training:

An Associate of Arts or Bachelor=s of Science degree in computer science or equivalent combination of education and experience with PC/Network hardware and software, data systems and design.

License or Certificate:

Possession of, or ability to obtain, an appropriate, valid driver=s license.

Possession of, or ability to obtain, a network certification within first two (2) years of employment.

Special Requirements
Essential duties require the following physical skills and work environment:

Ability to work in a standard office environment. While performing the duties of this job the employee is frequently required to walk, sit, talk or hear, twist, crawl under desks and in tight spaces to install or repair equipment. The employee is occasionally required to use hands to finger, handle, feel or operate objects, tools or controls. Occasionally lift up to 50 lbs.

Effective Date: July 2002