

**INFORMATION TECHNOLOGY ANALYST**  
Salary Range: 39 (Public Service Employees)

**DEFINITION**

To perform a variety of duties related to the integration, administration, upgrade, testing and support of enterprise and departmental software applications and databases; to assist with relational database systems installation, administration, and support; to build and support interfaces and data export and import routines between applications; to identify database and application needs and solutions; to manage software projects; to act as an advisor to user departments in order to maintain existing databases and develop future database applications; to support end-users in the use of client and server applications; to write custom reports; to provide administrative and technical support to the Applications Services Administrator; and to perform related work as required.

**DISTINGUISHING CHARACTERISTICS**

This is a journey level class with responsibility for supporting current and future software applications and database systems and interfaces deployed by the City. The incumbent reports directly to the Application Services Administrator. The incumbent must exercise independent judgment and discretion in determining the optimum strategy for software application and database development and in providing support to operating and user staff. This class is distinguished from the Applications Services Administrator in that the latter has overall responsibility for the design, implementation, maintenance, and administration of enterprise and departmental applications and databases, and is responsible for planning and coordinating related activities.

**SUPERVISION EXERCISED AND RECEIVED**

The Information and Technology Analyst reports to the Application Services Administrator, and provides technical direction to personnel.

**EXAMPLES OF DUTIES, KNOWLEDGE, AND ABILITIES**

Duties may include, but are not limited to the following:

- Coordinates and monitors information technology operational systems for the City including analyzing, diagnosing, maintaining, and troubleshooting assigned system areas such as applications, operating systems, and database systems.
- Performs configuration, modification, testing and implementation of vendor software; develops, coordinates and implements plans to test business and functional processes during system development and quality assurance testing.
- Assists with the installation of new and existing software; ensures training of staff in the use of new and existing software.
- Conducts systems analysis; develops business and technical requirements; designs functional and technical specifications; writes source code; tests applications.
- Assists with the planning and coordination of migrations from legacy systems and the implementation of ongoing maintenance of new computer systems.
- Performs technical and functional troubleshooting and on-call support; installs and tests upgrades and system patches; tracks problems and requests for system enhancements and

- upgrades and resolve problems as they occur.
- Installs, configures, and maintains SQL server, including capacity planning, installation and configuration of SQL management tool and client uses.
- Provides support for specific department applications; tests programs and applications from user's perspective.
- Coordinates, develops, and performs data export and import routines between applications.
- Acts as a technical resource for staff; identifies and suggests alternatives and recommends process changes through information systems; assists in identifying potential and required changes to business processes and/or procedures.
- Participates in defining requirements, development, design, and validation of new automated computer systems.
- Supports and performs data conversion related activities.
- Develops custom reports using a variety of report applications and systems.
- Creates and maintains users, user permissions, system privileges, passwords and other administrative tasks; monitors logs and files for evidence of problems and system issues; performs necessary backup/recovery activities at scheduled times.
- Provides a wide variety of technical user support for all assigned applications.
- Serves as a liaison between the City and software vendors; serves as point of contact for City staff for any assigned software projects.
- Consults with end users and/or vendors to verify project objectives are meeting standards.
- Designs, writes, tests, and documents a variety of computer programs/report-writers using applicable programming languages.
- Participates in the design of all required system interfaces and reviews and monitors vendors' work.
- Provides for the security of enterprise applications, and database systems.
- Prepares staff studies and recommendations as directed; provides general technical assistance to Applications Services Supervisor.
- Prepares and/or develops comprehensive written reports; maintains complete files, records and documentation of work performed.
- Develops and maintains technical expertise in assigned areas including awareness of current hardware, software, laws, regulations and rules.
- Attends meetings and may serve on various committees or boards relative to division activities.
- May coordinate programs which cross division or department lines.
- Performs related duties as assigned

## **EMPLOYMENT STANDARDS**

### **Knowledge of:**

- Principles, practices, techniques and methods of computer hardware and software applications
- PC operations and networks; Microsoft database applications, Excel, and MS Office
- Principles, practices, techniques and methods of LAN applications and operations
- Computer hardware, software, major operating systems and data communications
- Web-based application development and database integration
- Technical support techniques
- Current computer industry technology, practices and trends, including system development and

administration

- Principles and practices of systems analysis and programming
- Principles and practices of project management
- Pertinent laws, rules, and regulations affecting the activities of City government
- Correct English usage, grammar, spelling, punctuation
- Data import and export routines and report writing applications

**Ability to:**

- Analyze requirements and procedures to determine the technical data base requirements of applications analysts and users
- Develop standards and procedures to be used by others to efficiently utilize data base facilities
- Analyze users' requests and needs and apply appropriate guidelines and resources to resolve them
- Provide technical expertise and knowledge in the design, implementation, and maintenance of database management systems
- Optimize existing data access and availability
- Troubleshoot and accurately diagnose a wide variety of software, hardware and LAN problems
- Design and program a variety of database and specialized software utilizing standard programming languages
- Implement and develop SharePoint based solutions
- Communicate effectively and explain software usage to computer users of all skill levels
- Respond appropriately, effectively and promptly to the needs of internal and external customers using principles of good customer service
- Train and instruct others in application and database procedures
- Utilize discretion in the handling and disclosure of confidential information
- Organize and set priorities for a variety of projects and tasks in an effective and efficient manner to ensure meeting of deadlines
- Prepare clear and concise program documentation, user procedures, reports of work performed, and other written materials
- Establish and maintain a variety of filing, record keeping and tracking systems
- Communicate clearly and concisely both orally and in writing
- Exercise sound independent judgment within established guidelines
- Establish and maintain effective working relationships with those contacted in the course of the work
- Meet the physical requirements necessary to safely and effectively perform the assigned duties

**Minimum Qualifications:**

A typical way of gaining the knowledge and skills outlined above is:

Equivalent to a Bachelor's degree with major coursework in MIS, business, management, or a closely related field, and four years of progressively responsible experience performing application and database support activities.

MCSA: SQL Server certification or equivalent is highly desirable.

## **GENERAL QUALIFICATIONS**

### **License Requirements:**

A valid California Class C driver license or higher with a satisfactory driving record is required at the time of appointment. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.

### **Physical Requirements:**

The incumbent appointed to this class must be physically able to perform the duties of this position, including the mobility to work in a standard office setting and use standard office equipment, including a computer; the ability to operate a motor vehicle and to visit various City sites and attend off-site meetings; vision to read printed materials and a computer screen; hearing and speech to communicate in person, before groups and over the telephone; finger dexterity to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment; ability to bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information; occasionally lift and carry computer and other equipment, reports and records that typically weigh less than 50 pounds; may move heavy and/or awkward objects to gain access to computer networks.

### **Working Conditions:**

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances, and may interact with upset staff and/or public representatives in interpreting and enforcing departmental policies and procedures. Employees may be required to work on evenings, weekends and holidays, and participates in afterhours on-call assignments.

FLSA: NE

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent. Additionally, incumbents may be required to follow any other instructions and to perform any other related duties as may be required by their supervisor.