ROCKLIN
CALIFORNIA

INFORMATION TECHNOLOGY ANALYST I/II

DEFINITION
Under direct or general supervision, performs a variety of professional level work in designing, installing, managing, updating, integrating, troubleshooting, and securing information technology (IT) systems; provides professional-level analysis and guidance to help solve business problems; operates computer equipment as required; provides functional and technical assistance to City personnel; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED
Receives direct or general supervision from the Information Technology Manager or designee. Exercises no direct supervision over staff but may lead the work of staff on assigned projects.

CLASS CHARACTERISTICS
Information Technology Analyst I: This is the entry-level classification within the Information Technology Analyst series. Under direct supervision, incumbents perform a variety of technical and professional functions necessary to accomplish the tasks and duties in the assigned area. As experience and knowledge are acquired, incumbents are expected to perform increasingly responsible and difficult assignments. Incumbents may advance to the higher-level class after gaining the knowledge, abilities, experience, and any required licenses and certifications which meet the qualifications for and demonstrate the ability to perform the work of the higher-level class.

Information Technology Analyst II: This is journey-level classification within the Information Technology Analyst series. Under general supervision, incumbents are technically proficient in performing their assigned duties at a high level of independence under minimal direction.

Positions in the Information Technology Analyst class series are flexibly staffed, and positions at the II-level are normally filled by advancement from the I-level after gaining the knowledge, skill, and experience which meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class.

This class is further distinguished from the Senior Information Technology Analyst latter is responsible for more complex and higher-level IT functions and provides lead oversight to assigned staff.

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

- Provides technical support, leadership, and training for IT staff and other users.
- Prepares clear and concise program documentation, user procedures, and instructions.
- Serves as a liaison with other divisions, departments, or program representatives.

- Responds to IT related inquiries from outside agencies regarding City activities.
- 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.

Infrastructure Services

- Participates in the design of technology infrastructure solutions.
- Performs monthly VDI base image updates and administers virtual desktop pools; administers VDI profiles and application layering; installs and upgrades components of the VDI infrastructure; provides technical support to users of the VDI infrastructure.
- Administers the City's private cloud environment and performs management system and host server updates and upgrades as needed.
- Administers the City's Microsoft 365 tenant including user accounts, permissions and licenses, Office 365, Exchange Online, and SharePoint Online. Implements and maintains security policies and compliance measures. Troubleshoots and resolves issues related to Office 365 services. Plans and executes migrations, updates, and integrations with other systems.
- Administers Windows server infrastructure services, including Active Directory, DNS, DFS, and DHCP.
- Manages Active Directory users and groups, logon\logoff\startup\shutdown scripts, group policies, file shares, and access permissions.
- Performs basic e-mail system administration tasks such as creating mailboxes, contacts, and distribution groups.
- Administers print servers and multifunction print devices.
- Automates tasks and processes whenever possible through advanced scripting techniques and group policy management.
- Participates in the regular deployment of security patches and updates to server, network, and storage systems; administers enterprise antivirus management systems, ensuring security of network devices, servers, and workstations.
- Evaluates and recommends vendor hardware and software products for purchase; purchases and installs server, network, and storage system hardware; replaces faulty equipment or equipment which has reached end of useful life; tracks equipment information, including status, location, warranty, and hardware replacement status in the inventory management system.
- Configures, troubleshoots, and performs maintenance on server and disk storage systems, routers, switches, and related equipment; coordinates problem resolution with outside vendors including outside consultants.
- Upgrades and maintains server applications used by City departments.
- Renews and documents hardware maintenance and software support contracts which have been approved and included in the Information Technology Division budget.

- Manages internal technology infrastructure projects, provides cost estimates, tracks project progress, prepares and presents project status reports.
- Assists in establishing standards for the use of network system resources.

<u>Application Services</u>

- 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 department specific 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.
- 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.

QUALIFICATIONS
Some knowledge and abilities may be gained by employees at the entry-level while in a learning capacity.

Knowledge of:
- Current computer industry technology practices and trends, including system development and administration.
- Applicable federal, state, and local laws, ordinances, regulations, and guidelines relevant to assigned duties.
- Occupational hazards and standard safety practices necessary in the area of computer operations.
- Principles and practices of project management
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.
- Techniques for providing a high level of customer service.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and programs, projects, and task coordination.

Infrastructure Services

- Principals of and current trends in IT design, implementation, and management.
- Administration of Microsoft Windows Server operating systems, including infrastructure services such as Active Directory, DNS, DHCP, DFS, and KMS.
- Automating recurring tasks using batch scripts and Microsoft PowerShell.
- Virtualization platform software installation, administration, and maintenance.
- Virtual desktop infrastructure installation, administration, and maintenance.
- Administration of VDI user profile and environment management solutions.
- Administration of Layer 2 network switches, including management of interface speed/duplex, flow control, and frame size, and configuring and managing VLANS, trunks, and Spanning Tree Protocol.
- Management and administration of iSCSI storage area networks and enterprise storage systems.
- Configuring Microsoft iSCSI initiators on Windows Servers and iSCSI software adapters on virtualization host servers.
- Administrative principles and methods, including goal setting, implementation and control, and personnel supervision.
- Storage Area Networks, Network Attached Storage, and network file systems.
- Basic Microsoft Exchange Server and Microsoft Exchange Online administration, security, and management of email filtering and archiving appliances.
- Administration of enterprise antivirus and backup and disaster recovery solutions.
- Internet monitoring, filtering, and reporting.
- Administration of File, Print, and Application servers.
- Help desk system management and technical support techniques.

Application Services

- Principles, practices, techniques, and methods of computer hardware and software applications.
- PC operations and networks; Microsoft database applications 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.
- Data import and export routines and report writing applications.

Ability to:
- Respond appropriately, effectively, and promptly to the needs of internal and external customers using principles of good customer service.
- Train and instruct others in work 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 material.
- Exercise sound, independent judgment within established guidelines.
- Assist in the development and implementation of goals, objectives, practices, policies, procedures, and work standards.
- Analyze, interpret, apply, and enforce federal, state, and local policies, procedures, laws, and regulations.
- Establish and maintain a variety of filing, recordkeeping, and tracking systems.
- Learn the functions of various City departments and divisions.
- Explain software usage to computer users of all skill levels
- Operate modern office equipment, including computer equipment and software programs.
- Independently organize work, set priorities, and meet critical time deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural and legal guidelines.
- Establish, maintain, and foster effective working relationships with those contacted in the course of work.

Infrastructure Services

- Troubleshoot complex technical problems; develop and implement complex technical solutions on multiple hardware and software platforms.

Application Services

- Analyze requirements and procedures to determine the technical database 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.
- Train and instruct others in application and database procedures.

Education and Experience

A combination of education and experience which would provide the required knowledge and abilities is qualifying. Note: education may not fully substitute for the required experience unless expressly stated herein.

Information Technology Analyst I

Equivalent to a bachelor's degree from an accredited college or university with major coursework in computer science, information systems, or a closely related field.

AND

One (1) year of increasingly responsible experience working with applications, network, personal computers, or other related IT functions.

Information Technology Analyst II

Equivalent to a bachelor's degree from an accredited college or university with major coursework in computer science, information systems or a closely related field;

AND

Four (4) years of progressively responsible professional experience in computer technology.

Technical certifications are highly desirable.

Licenses and Certifications

- Possession of, or ability to obtain and maintain, a valid California Class C Driver License and a satisfactory driving record is required. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; the ability to operate a motor vehicle to visit various City sites and attend off-site meetings; vision to read printed material and view a computer screen; hearing and speech to communicate in person, before groups, and over the telephone; finger dexterity to operate standard office equipment and access, enter, and retrieve data using a computer keyboard and calculator; the ability to bend, stoop, kneel, reach, and push and pull drawers open and closed to retrieve and file information; and occasionally lift, carry, push, and pull materials and objects up to 50 pounds to perform the required job functions. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset individuals in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Employees may be required to work evenings, weekends, and holidays, as well as participate in afterhours on-call assignments.

Emergency Service Workers: All City of Rocklin employees are designated as Emergency Service Workers during a proclaimed emergency and may be required to perform certain emergency services at the direction of the department and/or City.

This class specification should not be construed to imply that these requirements are the exclusive standards of each position as not all duties are necessarily performed by each incumbent.

Adopted	May 2015
Revised	September 2019; August 2024
FLSA	Non-Exempt
Salary Schedule	Public Services Employees / Ranges 35 and 39