



June 2023
FLSA: Exempt

TECHNOLOGY ANALYST I/II

DEFINITION

Under general supervision, performs a variety of paraprofessional level technical duties in support of the City's management information system; provides technical desktop support to users; troubleshoots hardware and software problems associated with the City's computers, telecommunication, security systems, and related equipment; installs hardware equipment and software applications; performs network backups; assesses user training needs and trains users in effective use of applications; makes recommendations regarding hardware and software acquisitions; performs database administration; and performs related duties, as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Information Technology Manager. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

Technology Analyst I: This is the entry-level classification in the Information Technology Division. Initially under close supervision, incumbents learn and perform routine professional duties in support of the City's information technology systems. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently.

Information Technology Analyst II: This journey level classification is responsible for performing technical duties in support of the City's information systems. Positions at this level usually perform most of the duties required of the positions at the Senior Systems Analyst level but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Moves and sets up workstations, including supplying computer terminal, data connection, and telephone; installs desktop equipment, software, and network operating systems; installs emulation software and wiring connections to the City's network; installs, maintains, and troubleshoots voice connections, cabling, instruments, and switches; tests and certifies each installed connection, including cellular phones, tablets, and mobile computers in public safety vehicles; works with various vendors to support these systems.
- Services existing electronic equipment requiring repair or complex preventive maintenance; performs scheduled upgrades to existing personal computer systems and other devices.

- Evaluates and diagnoses computer hardware and software problems associated with the City's computers and related equipment; performs diagnostic testing; repairs equipment; establishes a maintenance schedule.
- Installs, designs, configures, maintains, and upgrades operating systems and software packages across disparate platforms.
- Performs routine tasks of local area network (LAN) and wide area network (WAN) administration; assists users in LAN and WAN procedures and programs and in efficiently accessing network resources.
- Builds, configures, and implements application servers; performs systems and server maintenance checks and back-ups; generates, reviews, and maintains reports and logs to evaluate system information.
- Assists users with operational questions or problems and in the use of computer software applications related to specific departmental activities; provides new user training and ongoing support to keep all end users apprised of changes and upgrades to department computer systems and databases.
- Researches, analyzes, designs, and implements changes to departmental databases and other programs.
- Serves as a technical resource for maintaining, enhancing, and upgrading the department's current and long-term computer system operations.
- Researches and tests available computer products, analyzing the relevance of different types of software to department functions and requirements.
- Performs systems and server maintenance checks and back-ups; generates, reviews, and maintains reports and logs to evaluate system information.
- Recovers computer assets and evaluates/repurposes viable hardware; decommissions obsolete hardware.
- Writes and maintains user and technical operating instructions and documentation; provides training to users and other technical staff and advises on best practices.
- Coordinates with vendor representatives to resolve problems with system applications and with troubleshooting, repair, and maintenance; works with software providers to accomplish specific maintenance and modifications.
- Researches, evaluates, and purchases computer equipment and supplies; maintains inventory; tracks and receives a variety of computer systems and telecommunications equipment, software applications supplies, training materials, and related needs adhering to established purchasing policies.
- Enforces information technology operational policies and procedures.
- Stays abreast of current trends and developments in the field of computer software programs and networking systems on a variety of hardware operating systems.
- Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic principles and practices used in the operation, troubleshooting, maintenance, and administration of personal computer operating systems, personal computer system hardware, mobile computing systems, and related software systems.
- Personal computer and network system application software packages and hardware peripherals.
- Computer hardware, software, network technology, and operating system products.
- Techniques and methods of computer hardware and software evaluation and implementation.
- Theory and design of information technology.
- Principles of database management and systems development.
- Operating systems; local area network (LAN) and wide area network (WAN) design, operations, and support, such as printers, modems, scanners, routers, switches, and other network devices and various applications.
- Troubleshooting, configuration, and installation techniques.

- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- 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 program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Analyze, diagnose, and troubleshoot information technology networks, servers, and systems and workstation hardware and software using logic to solve problems.
- Operate, install, maintain, configure, and troubleshoot a variety of highly technical computer equipment and peripherals.
- Analyze and evaluate data, formulate proposals, and implement computer system plans.
- Establish and maintain a computer maintenance schedule.
- Learn to use new and existing software and hardware.
- Present effective training programs and train users in the application and use of computer hardware and software.
- Compose clear and concise system procedures, correspondence, and reports.
- Make accurate arithmetic, financial, and statistical computations.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the division and the City in meetings with individuals; governmental agencies; community groups; various business, professional, and regulatory organizations.
- Learn and understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- 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 positive and effective working relationships with those contacted in the course of work.

Education and Experience:

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

Technology Analyst I/II: Equivalent to an associate degree in computer science, information technology, or a related field;

Technology Analyst I: One (1) years of increasingly responsible experience performing technical support and network administration on personal computers and peripheral equipment, including software administration.

Technology Analyst II: Two (2) years of experience providing highly technical support to information systems in assigned program area.

Licenses and Certifications:

- Possession of, or the ability to obtain, a valid Class C California driver's license upon appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds with the use of proper equipment.

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 staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.