

CITY OF RIO VISTA INFORMATION TECHNOLOGY ANALYST

*Class specifications are intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

SUMMARY DESCRIPTION

Under direction of the City Manager provides a wide range of professional level services including system analysis and technical support for the design, implementation, and support activities of information technology (IT) systems and programs; to provide project leadership and expertise to assigned business projects; to perform a variety of special studies and other related work as assigned.

DISTINGUISHING CHARACTERISTICS:

This is a multi-disciplinary job classification which may be used in a variety of areas to provide professional and highly technical and analytical system support services. This is a professional journey level class and incumbents are expected to perform the full range of duties under general direction, receiving only occasional instruction or assistance as new or unusual situations arise. This professional level class may serve as a project leader, systems analyst, and programmer depending on business needs.

ESSENTIAL FUNCTIONS

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Provides project leadership for assigned projects following established IT project management procedures and process. This position makes every effort to ensure that projects are planned, organized, monitored, and delivered on time, within budget, and meets customer business needs. Confers with users to evaluate requests and respond to their business needs and concerns. Performs feasibility studies of projects and makes recommendations. Prepares cost/benefit analysis, develops goals and objectives, time and cost estimates; prepares reports, diagrams and documentation; coordinates and controls projects appropriately; prepares, reviews, or modifies contracts; adheres to procedures on completing and closing projects appropriately.
- Makes technical presentations and facilitates meetings as necessary. Performs back-up recovery for data of all city servers/devices. Trains users of equipment and application software.
- Performs system analysis, needs assessment, determines user requirements, prepares specifications, flowcharts, and documentation. Meets with department representatives concerning their business requirements, system or program needs, evaluates requests, addresses needs, and develops appropriate course of action. Identifies options for IT solutions to customers' business needs and resolves problems. Conducts studies for new or improved systems; plans, develops, designs, and implements systems and programs.
- Performs programming; documentation of development or revisions; designs, develops, modifies, tests, monitors, and debugs programs and/or systems; may train or coordinate training for staff and users; may work with databases, applications, internet, and a variety of information technology, providing professional services as assigned.

INFORMATION TECHNOLOGY ANALYST

- Monitors environmental equipment (air conditioning, humidity and temperature of computer equipment). Monitors and enforces network & password security.
- Reads trade journals and magazines, attends computer trade shows, conferences, and workshops to stay current with new technologies, trends and related practices in the industry.

KNOWLEDGE/ABILITIES/QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of: Current computer technology, system analysis, programming techniques, computer capacity; knowledge of networks, database, internet, hardware and software technology; troubleshooting methods; basic principles, practices, methods and techniques for project management; new development and trends in emerging telecommunication and information technologies.

Ability to: Plan, research, organize, negotiate, implement, and manage information technology projects; analyze and assess the business needs of system users; develop feasibility studies for best use of system; reason logically; develop, implement and install computer systems and procedures; apply information technology to meet the needs of customers in an efficient and timely manner; lead, coordinate, train, meet commitments, and motivate others; work well with ideas and people; identify, troubleshoot, and resolve system problems; determine proper courses of action; develop and maintain documentation; resolve conflicts appropriately; make recommendations regarding the use of new or improved programs and/or systems; handle many tasks simultaneously and prioritize work; pay attention to detail; listen and communicate effectively both orally and in writing; prepare clear, concise and comprehensive written documentation, instructional manuals, reports and correspondence; make oral presentations; communicate well with technical and non-technical personnel; establish and maintain positive and effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education: Equivalent to a Bachelor's degree from an accredited college or university with major course work in Information Systems, Computer Science, or a related field.

Experience: Three years recent professional and highly technical experience performing system analysis, system administration, programming, or other related experience, including one year of project management.

LICENSE OR CERTIFICATE

Possession of or ability to obtain by date of appointment, an appropriate driver's license.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office environment with some travel to different sites; with public contact and constant interruptions; incumbents may be required to work extended hours to attend off-hours meetings.

Physical: Sit for extended periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; lift and carry up to twenty-five (25) pounds; drive vehicle in the course of job duties; ability to see well enough to read computer monitors, manuals, and documents; ability to hear and understand others; ability to speak well enough to be understood over telephone and at meetings; hand and finger dexterity sufficient to operate computer keyboards and to write documents; attentiveness and concentration necessary to perform multiple tasks concurrently.