



Information Technology Analyst I/II

Class Code:
439, 440

DEFINITION

Under general supervision (Information Technology Analyst I) or direction (Information Technology Analyst II) from the Information Technology Supervisor or Information Technology Manager, performs a variety of professional information technology duties in the areas of desktop support, enterprise network and cybersecurity operations, or Geographic Information Systems (GIS); prepares program documentation for new applications and writes operating procedures; assists with end user training and provides technical assistance; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

Information Technology Analyst I is the entry-level class in the professional Information Technology Analyst series. Under close to general supervision, within a framework of established policies and procedures, incumbents learn and perform less complex and specialized information technology tasks related to area of assignment. As experience and proficiency are gained, assignments become more varied and complex and the level of independent action increases within established guidelines. Assignments are given in specific to general terms and are subject to frequent review by the Information Technology Supervisor while in progress and upon completion, except where tasks are well defined by established standards, policies, and procedures. There is limited latitude for independent judgment and action in well-defined areas of work.

This classification is distinguished from the experienced, journey-level Information Technology Analyst II class by the routine nature and limited complexity of work assignments and the level of supervision received. The Information Technology Analyst I and II classifications are flexibly staffed. Upon recommendation of the immediate supervisor and approval by the department manager, incumbents in this class may advance to the Information Technology Analyst II after a minimum of two (2) years at the first level and with demonstrated proficiency to meet the job requirements of the Information Technology Analyst II classification.

Information Technology Analyst II is the experienced, journey-level class in the professional Information Technology Analyst series. Under general direction, within a framework of established policies and procedures, incumbents are fully competent to perform the full range of professional information technology tasks related to area of assignment. Assignments are given in general terms and are subject to review upon completion by an Information Technology Supervisor. There is significant latitude for independent judgment and action in well-defined areas of work.

This classification is distinguished from the Information Technology Supervisor class which is a supervisory classification responsible for the planning, direction, and supervision of the staff and operations related to the District's information technology function.

TYPICAL DUTIES

TYPICAL EXAMPLES OF DUTIES MAY INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING:

In all functional assignments:

- Performs systems development, including gathering data and information on processing steps and work flow by observing and interviewing end users and other involved staff; designs forms, reports, and input and output screens for systems being developed.
- Prepares program documentation for new applications and writes operating procedures to guide end users and computer operators; assists in training end users and providing technical assistance during the implementation phase.
- Assists in maintaining District data bases including data definitions, file organization, file compression, data protection, and program documentation.
- Maintains inventory of parts, supplies, and equipment; participates in ordering and receiving activities; maintains inventory records.
- Reads technical journals and attends seminars and workshops to learn about new developments and changing technology trends; may participate in testing new vendor provided software in a test environment for possible use by the District.
- Maintains contacts with vendors of software, hardware, or communication equipment; attends product demonstrations and coordinates to acquire and install system or device upgrades with customers and vendors.
- Prepares and maintains a variety of logs, records, documentation, manuals, reports, and correspondence.
- Maintains and updates Standard Operating Procedures (SOP) for deployment; updates and maintains end user computing devices.
- Stays abreast on current information technology trends related to area of assignment; attends and participates in group meetings.
- Performs other related work as required.

In Desktop Support assignments:

- Installs, configures, and tests hardware and software, servers, mobile devices, and desktop computers and peripherals.
- Manages and maintains systems and platforms responsible for patching and updating end user device hardware, software, and operating systems.
- Creates and maintains device images necessary for deploying or recovering end user devices of any model, minimizing the need for post-image updates.
- Conducts the renewal and replacement of end-user computing devices including personal computers, laptops, tablets, and cellular phones/hotspots.
- Serves as escalation point for complex end user device issues including but not limited to applying all end user device updates and software releases, maintaining device update schedules, coordinating updates with other IT members and customers as necessary to maintain end user operational status, performing hardware diagnostics and replacements,

and resolving end user support issues that could not be effectively resolved by the Information Technology Technician.

- Provides first tier support services as necessary during times of high volume demand or limited resources.
- Performs and oversees work of staff engaged in troubleshooting work related to end user computing devices and peripheral equipment, software, network, audio/visual equipment, handheld devices, and related electronic equipment.
- Provides support, installation, configuration, and deployment of a variety of information systems, hardware, and software; create and modify user accounts; troubleshoot hardware and software problems including issues escalated by the Information Technology Technician; coordinates maintenance and repair with other information systems administrators or vendor staff.
- Administers and maintains anti-virus/anti-malware software on end-user computing devices, monitors alerts, and reviews and resolves malware incidents.
- Provides recommendations regarding new hardware and software ensuring the District's end user portfolio is current and consistent with the District IT infrastructure.
- Creates, removes, and modifies user account as required for on and off boarding; maintains documentation for IT related orientation and training.
- Coordinates and provides user training on District's Common Operating Environment (COE); provides training on audiovisual operation and functionality; maintains documentation and administration of the District's Common Operating Environment (COE) and non-COE for end-user computing devices; reviews and provides advice on updates to the COE and standard computing equipment.
- Conducts analysis of equipment/service usage to support financial planning; works with finance to process vendor payments.

In Network and Cybersecurity assignments:

- Assists in installation, configuration and maintenance of network infrastructure devices such as switches and routers and network monitoring systems; maintains inventory of network/security infrastructure equipment and monitor network performance.
- Implements and maintains the District's telecommunication infrastructure and services including telephony systems.
- Monitors network and telephony operations to identify performance, capacity and utilization issues.
- Assists in installation, configuration and maintenance of cybersecurity systems and services such as anti-spam, anti-malware, identity management, firewall, intrusion detection and intrusion prevention.

- Coordinates the evaluation, selection and deployment of cybersecurity systems and services in accordance with industry standards, regulatory requirements and best practices.
- Manages and provides direction to external vendors and service providers for effectiveness and operational efficiencies.
- Investigates and documents cybersecurity incidents, assists in remediation of cybersecurity incidents and vulnerabilities, and makes recommendation for improvements.
- Tracks and implements cybersecurity improvements and actions identified in internal or external cybersecurity related audits; ensures compliance with selected benchmarks.
- Coordinates the implementation and ongoing execution, monitoring and tracking of cybersecurity awareness programs; provides and coordinate end-user training on cybersecurity and awareness programs.
- Provides backup and assistance in the areas of administration of physical and virtual server infrastructure, storage area network, disaster recovery and backup.
- Assists in troubleshooting network/telephony, cyber-security, and non-standard software and hardware related issues.
- Analyzes, monitors, and manages vulnerabilities on an ongoing basis; performs periodic review of vulnerabilities and control objectives.
- Assists IT team in solving escalated issues and helpdesk tickets, troubleshoot hardware and software problems when escalated and provides coverage for first tier support as needed.

In Geographic Information Systems (GIS) assignments:

- Organizes and maintains the District's Geographic Information Systems database and applications; imports, updates, and creates datasets; performs geospatial analysis; ensures the integrity of GIS data; reviews data input for accuracy and compliance with system standards; provides GIS subject matter expertise and training to District management and staff.
- Installs and supports GIS desktop software; conducts data analysis and preparation of documents, data reports, and maps.
- Serves as a project manager for GIS projects and programs; develops scopes of work and RFPs for GIS projects; monitors and analyzes GIS project and programmatic budgets.
- Represents the District at regional GIS intergovernmental organization and committees.
- Reviews the technical work of consultants and other third-party support providers.
- Provides training and guidance on use of GIS systems to District staff as necessary.

REQUIREMENTS

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

Education and Experience:

Possession of a Baccalaureate degree from an accredited college or university with a major in information systems, computer science, geographic information science, engineering, or a related field; and

Information Technology Analyst I: No professional experience required.

Information Technology Analyst II: Two (2) years of full-time experience equivalent to that of an Information Technology Analyst I within the District.

Knowledge, Skills, and Abilities:

Knowledge of: principles and practices of systems and procedures analysis; principles and practices of quality assurance and security relative to computer information technology; principles, practices, methods, and techniques used in the operation, maintenance, and administration of end user device computer operating systems and hardware applicable to the administration PC hardware and software components, computer system technology and vocabulary; network operating systems, programming languages, utilities, and tools; appropriate computer programming languages as used to run District applications; principles, practices, methods, and techniques used in the network and cyber security systems operation, maintenance, and administration across multiple platforms; understanding of information technology privacy and security concepts, standard practices, applicable laws and standards, and understanding of relevant emerging cybersecurity threats and issues; server operating systems, virtualization platforms, storage area networks and backup and recovery systems; information systems troubleshooting techniques; research and analysis techniques and methods; principles and techniques of work and project planning, prioritizing and scheduling applicable to information technology; methods and techniques of effective user support including troubleshooting, training and technical consultation, and new trends and developments in the field of information systems and cybersecurity; data analysis and data base programming methods and techniques including spatial projection techniques and standards; network infrastructure components and equipment; the functions and capabilities of various computer hardware and auxiliary and peripheral equipment; practices, methods, and techniques of network system configuration, operation, and administration; methods and techniques of evaluating and tuning network performance; operating system software, utility programs and commands; new trends and developments in the field of information technology; standard office practices and procedures; modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.

Skill and Ability to: plan, coordinate, and monitor projects and programs; analyze systems, procedures, and data and draw logical conclusions and make effective decisions; design, test, and document computer programs; monitor, maintain, and administer local and wide area network systems; install, configure, troubleshoot, and maintain a variety of network components, servers, personal computers, and peripheral equipment; utilize vendor provided software;

perform a wide variety of desktop software and hardware troubleshooting tasks; think logically in abstract symbolic terms; analyze complex technical problems, evaluate alternatives, make recommendations and take effective actions; understand principles and practices of computer networking and cybersecurity; work independently and make sound judgments within procedural guidelines; prepare clear and concise program documentation, user procedures, reports of work performed, and other written materials; work collaboratively and in a team based environment; provide instruction and training to end users; install, modify, and maintain operating system, application, network, and specialized software; maintain detailed and accurate records; perform the essential functions of the job without causing harm to self or others; prepare clear and concise documentation, user procedures, reports of work performed and other written materials; operate modern office equipment including computer equipment and specialized software applications programs; communicate clearly and concisely, both orally and in writing; establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Additional Requirements:

- Must possess a valid California driver's license and have a satisfactory driving record.
- Possess of information technology certificates related to area of assignment are desirable.

Working Conditions/Physical Requirements:

The essential functions of these classifications are performed in a controlled-temperature office and require the ability to: sit for extended periods of time in front of a computer screen; use finger dexterity and hand strength to perform simple grasping and fine manipulation; use a telephone and operate a computer and other office equipment on a daily basis; speak and hear in person and on the phone; see sufficiently to perform assignments; intermittently twist to reach equipment or supplies surrounding desk; and frequently lift and carry CPUs, monitors, printers and related equipment weighing up to 20 pounds and occasionally up to 55 pounds.

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Approved: _____
Human Resources/Risk Manager