DEFINITION

Under direction from the Information Technology Manager, plans, leads and manages activities associated with the development, implementation, maintenance, and replacements of major information technology systems and applications; performs professional work including requirements gathering and information technology applications analysis, testing, and training; leads, trains, directs, assists, and reviews the work of assigned staff; assists with the preparation of budgets, develops specifications, and makes recommendations for capital purchases; works as a liaison between Information Technology (IT) and other District departments to coordinate various system activities including functional testing, delivery of standard and customized systems training, and end user support; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

Senior Information Technology Analyst is the advanced journey-level classification in the Information Technology Analyst series. This classification is distinguished from the journey-level Information Technology Analyst II classification by performing the most complex and difficult professional systems analysis and computer programming work of a specialized or complex nature. The incumbent oversees the installation, testing, and implementation of major system upgrades or new systems, serves as a technical resource, provides advice and functional work direction to information systems staff, and quickly learns and evaluates new technologies for the District. Positions in this class require a high degree of professional and technical knowledge and skill in business analysis and managing complex information technology projects. The incumbent is responsible for coordinating with District personnel at all levels for implementing, maintaining and enhancing major information systems. In addition to serving as the primary liaison between IT and client department(s), the incumbent serves as the project manager who plans and oversees IT projects that may be large, broad in scope and impact, and involve complex business requirements and diverse customer base, require integration of different technologies and solutions, and have many critical dependencies, including subprojects and cross-functional teams. Work requires strong customer engagement and business relationship management competencies, project leadership and management skills, business process analysis skills, and understanding of technology solutions and options. This class may provide lead level support to other Information Technology Analysts.

This classification is distinguished from the Information Technology Supervisor in that the latter is a working supervisor classification that performs the most difficult and complex work in all information technology functions and supervises the work of clerical, technical, and professional information technology staff and the daily operations of information technology services function.

TYPICAL DUTIES

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

- Works with internal customers and stakeholders to conduct and facilitate information technology applications analyses and identify areas of improvement and effective

technology utilization; assists in the development of functional and technical requirements for new and improved technology solutions; consults with clients to identify information system needs and projects, recommends solutions, advises on project feasibility, defines and develops objectives related to the project.

- Manages and/or participates in the design, development, and implementation of new systems, applications, projects, and other technology solutions; researches, evaluates, and develops or recommends appropriate architectural framework, technology solutions, and implementation strategies; promotes efficiency of processing, ease of maintenance, and features to keep graphic interfaces easy to use; designs implementation strategies based on needs, requirements, and resources.

- Surveys and analyzes existing or proposed systems for possible uses by the District; confers with software and hardware vendors; solicits quotes or bid proposals from vendors and evaluates new software products; assists with evaluation of proposals and selection of contract firms providing information technology services and may assist in contract negotiations with vendors conducts feasibility studies for complex systems and applications.

- Writes and modifies computer code in applicable programming language in both batch and on-line modes; prepares test data and test programs to eliminate errors in logic or coding; analyzes and corrects system performance problems during the test phase.

- Ensures that the District's data and databases are appropriately modeled and maintained and that recovery strategies are developed, implemented, and tested to minimize data loss.

- Manages and leads IT projects through the entire life cycle utilizing formal project management processes; leads, motivates, and coaches assigned staff and team; reviews work and provides direction to consultants and vendor staff, managing the overall process to ensure project success; coordinates necessary internal and external resources to deliver requested functionality; ensures delivered functionality meets specifications and is on-time and within budget; communicates project status issues and requests to project team and other stakeholders; develops and maintains project documentation; procures and coordinates delivery of end-user training; and monitors and facilitates progress during the course of the project.

- Develops project plans, budgets, timelines, status reports, progress reports, and project documentation; monitors project plans and budgets, forecasts issues and risks, controls cost, implements quality control, coordinates activities, resolves issues, handles project closure processes, and other related project management work.

- Performs quality assurance functions including validating the quality of software applications, develops test plans and strategies, and provides recommendations for improvements.

- Develops policies and procedures for project, systems, and change management; ensures appropriate policies and procedures are being followed by conducting periodic assessments.

- 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.

- Implements and monitors security for each assigned system.

- Conducts outreach and information sharing for ongoing and planned information technology projects and services utilizing various communication methods including informational newsletters and presentations.

- Provides ongoing functional system support; performs and directs system administration activities including, researches and analyzes system issues or other pertinent matters including hardware and software aspects; coordinates technical assistance and advice to end users for resolution of problems presented; escalates incidents, problems, and requests for service(s) and/or resource(s) to other Information Technology division staff as appropriate.

- Coordinates and participates in the development of ad-hoc and customized reports through the use of various end user reporting tools.

- Responds to and resolves inquiries and complaints; establishes and maintains positive working relationships with managers, staff, internal customers, vendors, and others during the course of work using principles of good customer service.

- Identifies, develops, coordinates, and conducts individual and groups training sessions and makes presentations.

- Maintains current knowledge in the field of Information Technology, Business Analysis, and Project Management;

- Reviews efficiency and effectiveness of operations and develops and revises policies and procedures.

- 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/or arranges to acquire and install system upgrades.

- Acts as a technical resource and provides advice and functional work direction to other information technology staff.

- Performs other related work as required.

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:
A Baccalaureate degree from an accredited college or university with a major in information systems, computer science, or a related field; and five (5) years of experience performing professional level work in the information technology field, which includes experience performing information technology analysis and managing IT projects through the entire project life cycle process.

Knowledge, Skills, and Abilities:
Knowledge of: computer programming principles, techniques, and procedures for both locally hosted and on-line applications; principles and practices, methods and standards of computer systems, IT project management and project life cycle tools; principles and practices of systems and procedures analysis; principles and practices of quality assurance and security relative to computer information systems; principles and practices of effective project management; business analysis; current and emerging trends in the information technology field; appropriate computer programming languages being used to run District applications; principles and practices of team-building, leadership, supervision, and training; new trends and developments in the field of information systems technology; modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.

Skill and Ability to: design the logic for individual programs and program systems; facilitate the integration of systems in a user friendly manner; conduct complex systems analysis studies; troubleshoot computer software and hardware problems and resolve as appropriate; utilize vendor provided software; manage complex IT projects through the entire life cycle process; plan, organize, and supervise activities and staff; work independently and make sound judgments within procedural guidelines; set priorities, negotiate changes, and meet deadlines; coordinate multiple projects simultaneously; develop and interpret policies and procedures; prepare clear and concise program documentation, user procedures, reports of work performed, and other written materials; maintain detailed and accurate records; serve as technical resource and provide functional direction to professional and technical information systems staff; provide instruction and training to end users; perform business process analysis and recommend technology and process improvement solutions; 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.

- Possession of a Project Management Professional (PMP) certification is desirable.

Working Conditions/Physical Requirements:
The essential functions of this classification are performed in a controlled-temperature office and require the ability to: regularly use finger dexterity and hand strength to perform simple grasping and fine manipulation; operate equipment and keyboards; speak and hear in person and on the phone; see to read computer screens and documents and color vision to distinguish wiring and indicator lights; smell to perceive overheated equipment; intermittently sit for extended periods;

stand and walk; reach with hands and arms; and twist; and occasionally bend, stoop and kneel to access service equipment and lift and carry equipment weighing up to 50 pounds.

The essential functions of this classification require frequent driving to perform essential job duties which may include attending meetings or doing business at various off-site locations. Alternative forms of transportation are not suitable due to security concerns, logistical challenges, and time constraints.

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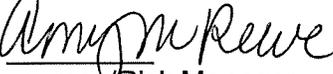
Approved: *Amy M Reeve*
Human Resources/Risk Manager