



CITY OF BANNING, CALIFORNIA

Information Technology Analyst II

Job Code: 1420

Grade: 70

FLSA [] Exempt [X] Non-Exempt

JOB DEFINITION: Under general supervision, performs a variety of technical duties involved in installing, testing, and maintenance of the City's computerized information systems including for all computer workstations and peripherals, network equipment, telephone systems, and software used by City departments. This is a confidential unrepresented position within the Information Technology Division.

This series is distinguished from the Information Technology Analyst I classification in that the II position is a lead position with a higher level of responsibility to provide complex analysis, lead medium to large projects, demonstrate intermediate to expert level knowledge of multiple business areas within the agency, and to train all new employees on the particulars of City operations. Additionally, this position is required to be on the City's Emergency Operations team.

Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. This position shall implement and support software installations and updates; analyze and resolve complex systems and application problems; and serve as a city-wide resource for data analysis, systems development and departmental needs, including recommendations to management.

ESSENTIAL FUNCTIONS: *The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification. Shown are duties intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

REPRESENTATIVE DUTIES:

- Provide day-to-day operational support for the City's computer systems including the City's network, hardware and software, telephone systems, and related equipment.
- Install, configure, upgrade, troubleshoot, and repair computers, computer components, software, and peripheral devices; maintain, install, and upgrade file servers and other network hardware.
- Provide information system user support; respond to inquiries on various hardware and software issues.
- Install and/or plan and coordinate the installation, testing and support of computer hardware and software applications; coordinate the repair and replacement of computer components and related equipment.
- Perform and implement systems maintenance, making program modifications as necessary to meet user requirements; review and modify programs to correct errors and improve efficiency and cost effectiveness.
- Perform network administration functions such as maintaining user accounts and passwords, installing, upgrading, and maintaining software on servers, upgrading server hardware, and troubleshooting.
- Administer and maintain the City's internal and internet e-mail systems; install, configure and set up user accounts and client upgrades; troubleshoot and resolve mail hardware and software problems.
- Administer and maintain firewall applications for the internet; install system upgrades as necessary.
- Provide support in the operation of the City's telephone and voice mail systems; provide support to City supplied cell phones as necessary.
- Perform system backups and maintain backup library for the City's network.
- Assist in the preparation of bid specifications, and analysis of bid proposals for computer and network equipment and software; obtain quotations; arrange for purchase of new technology; prepare invoice payments.
- Assist in developing training or conduct training in computer systems and software as needed.
- Maintain a variety of records and prepare special reports.
- Maintain current knowledge of information technology trends and innovations; attend and participate in job-related seminars and professional group meetings; read applicable industry publications.
- Perform related duties as required.

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KNOWLEDGE and SKILLS:

- Operational characteristics of information services systems, hardware and software.
- Principles and practices of computer science and information systems.
- Computer operating systems and local area network applications.
- Methods and techniques of training and instruction.
- Principles and practices of systems analysis.
- Principles, practices, methods, and techniques used in the installation, troubleshooting and maintenance of systems, networks, and applications.
- Characteristics and limitations of computer systems and related equipment.
- Wireless networking technology including access and security.
- Methods and techniques of installing and maintaining network devices including switches, routers and hubs.
- Network email systems.
- Various commercially packaged software including word processing, spreadsheet, database, and graphics applications.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

ABILITY TO:

- Analyze, design, program and maintain information systems and peripherals.
- Install computer equipment, related peripherals, and software.
- Troubleshoot hardware and software problems.
- Analyze data and develop logical solutions to complex computer application problems.
- Make recommendations in information system selection and software application packages.
- Instruct and train staff in information system operations.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Understand and follow oral and written instructions.
- Work independently in the absence of supervision.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

MINIMUM QUALIFICATIONS: Any combination of education and experience that that has provided the knowledge, skills and abilities necessary for the position. A typical way to obtain the knowledge and abilities would be the equivalent of a Bachelor's degree with major course work in computer science, information systems, or a related field **and** five (5) years of increasingly responsible experience maintaining computer equipment, including networked systems, which includes two (2) years of experience with the City of Banning. A Bachelor's degree must be obtained within two (2) years of the appointment date.

PHYSICAL REQUIREMENTS: Work is primarily performed in an office environment requiring prolonged sitting or standing; walking, kneeling, crouching, squatting, stooping, and bending; inputting data into a computer terminal; exposure to computer glare, vibrations, and pitch; lifting, carrying, and regularly lift and/or move up to twenty-five (25) pounds, frequently lift and/or move up to fifty (50) pounds in weight; use hands to finger, handle or feel; reach with hands and arms and have mobility, vision, hearing, and dexterity levels appropriate to the duties to be performed.

ADDITIONAL REQUIREMENTS: May be required to work outside of normal business hours and subject to call out or call-back.