

City of Grass Valley
JOB DESCRIPTION



Information Technology Analyst

Department: Citywide or Department Specific

FLSA Status: Exempt

Reports To: Department Head(s) or assigned Manager

Unit: 1, Full-time Position

SUMMARY OF JOB PURPOSE

Under general direction, administers, implements, analyzes, maintains, and manages computer hardware, software, technological equipment, and database systems in an assigned department or departments; performs research and analysis of current and potential information technology options for management; develops RFPs and secures contracts; assists users and resolves system problems; serves as a member of the department's/City's management team; and performs other duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

General direction is provided by a department head in an assigned department, or department heads/managers when assigned across departments.

ESSENTIAL FUNCTIONS (include but are not limited to listed tasks)

Depending upon the department to which assigned, the functions may include, but are not limited to the following:

Administration

Administers and coordinates the implementation, operation, security and maintenance of computer and technology based systems, ensuring consistency and compatibility with other City systems for the department to which assigned, which may include a Public Safety Computer Aided Dispatch System (CAD), Records Management System, and other specialized public safety computer applications; meets with management and other customers to determine user information needs in order to develop computer systems and programs to meet users' needs; evaluates current operational procedures and establishes goals and objectives; identifies and recommends economical and feasible methods for automating work flow and electronic archiving of information; researches and recommends enhancements or changes to existing systems and software products; prepares and monitors budgets, grants, and contracts; performs research and analysis of current and potential information technology systems and procedures and makes recommendations to management; prepares feasibility studies for system improvements and prepares project proposals; provides strategic planning and direction to the department head or City management staff by staying abreast of advances in public service, business, telecommunication, and technology; contracts with service providers

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to install systems and components; installs systems and components without assistance; works with partners to implement efficiencies in information technology.

Operations

Monitors day-to-day computer operations for the department to which assigned; responds to inquiries for service from staff; resolves operational and service problems; installs, tests, troubleshoots, and maintains computer hardware and software; maintains system programs, data files, documentation and records; updates control logs and inventories; prepares computer documentation and departmental reports; provides for training of users on computer hardware, software, and related peripheral equipment; monitors systems and communicates with in-field end users in real time via various communication methods.

Supervision

Directs, reviews, selects, and evaluates assigned employees, if any; completes performance evaluations and recommends employment status of probationary employees; determines work priorities and ensures completion of work within established time frames; and trains, mentors, and coaches employees.

KNOWLEDGE AND ABILITIES:

Knowledge of:

Network and computer operating systems, including WINDOWS OS, iOS, Android and other emerging platforms and technologies; project management principles and practices; records management systems; network and computer hardware, software, and standards; data, voice, and wireless communications; local and wide area networks; physical and cyber security systems and procedures; personal computer and network software packages; disaster recovery and prevention methods and procedure; and principles, practices and effective methods of supervision.

Ability to:

Operate and maintain hardware and software systems; troubleshoot system software, hardware, and user problems; integrate various software applications; gather and compile data; maintain accurate, up-to-date records; conduct research and analysis to solve technical and administrative problems and recommend alternatives; gather information and prepare clear and concise reports; plan,

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develop and organize effective teaching tools and techniques; exemplify an enthusiastic, resourceful and effective customer service attitude with those contacted in the course of work.

Make sound decisions in accordance with laws, ordinances, rules, regulations, policies and procedures; exercise sound judgment, initiative and creativity in making decisions; maintain and exhibit discretion, honesty, and integrity when handling sensitive situations; effectively organize and complete projects and assignments in a timely manner; explain high technology to non-technical staff in an understandable way; coordinate emergency call and dispatch information flow with City staff and outside agencies, if assigned to public safety duties.

QUALIFICATIONS

To perform this job successfully, the incumbent must be able to perform each of the essential duties satisfactorily. Reasonable accommodations may be made to enable incumbents with disabilities to perform the essential functions. The requirements listed are representative of the knowledge, skill and/or ability required.

PHYSICAL REQUIREMENTS

Must be free from any physical, emotional or mental condition which might adversely affect the ability to perform essential job duties.

Must be able to sit at a confined work station for extended periods while performing essential duties.

On a continuous basis, sit at a desk and in meetings for long periods of time. Intermittently twist to reach equipment surrounding desk, perform simple grasping and fine manipulation, use telephone and communicate through written means.

Work in a standard office environment; drive a vehicle; read fine print on maps/documents and computer monitors; detect subtle shades of color with no color deficiencies; hear radio or telephone transmissions, frequently with interference and static; speak in a clear, understandable voice with sufficient volume and tone quality to project effectively over radio and telephone; operate a computer and complex radio computer equipment; connect and disconnect cables, phone wiring, and circuit boards; load and unload computer tapes,

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servers and equipment; bend, stoop, stretch, reach, and climb to install, test and move computer equipment; work at a computer terminal for long periods of time; and strength to safely lift and move up to 40 pounds without assistance, and heavier items with assistance.

EDUCATION AND EXPERIENCE

Education: A typical way to obtain the knowledge, skills and abilities would be any combination of the following: Equivalent to a bachelor's degree in computer science, management information systems or a related field. However, any combination of experience, education, training, and/or certifications, in combination with an AA/AS degree, may qualify.

Experience: Three years of professional and progressively responsible and varied experience in computer systems and networking that would relate to the duties of this position.

Training: Any recent training such as, academic courses and certification programs which are relevant to this job classification.

Other Requirements: Willingness and ability to work the hours necessary to accomplish the assigned duties including after normal work hours; be on-call for technical support and emergencies; attend meetings, seminars, conferences and training classes during or after normal work hours; travel out of town or out of state for several days at a time.

CERTIFICATES, LICENSES AND REGISTRATIONS

Must have an acceptable driving record and possess an appropriate California Driver's License.

May be required to pass certification (network or other) exams in the course of employment. Must be able to continually pass California and federal Department of Justice background requirements.

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GENERAL

The City reserves the right to revise or change classification duties and responsibilities as the need arises. This description does not constitute a written or implied contract of employment.

I have read and understand the contents of this job description, and I have received a copy of this job description for my records.

Print Name: _____

Signature: _____

Date: _____

Adopted:

Revised:

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