

## INFORMATION TECHNOLOGY ANALYST II

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### DEFINITION

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Under limited supervision, the IT Analyst II reviews, analyzes, evaluates information technology systems, manages advance client/server and desktop computer systems and network designs and monitoring. The duties include; manage the City's LAN/WAN/WWAN communication technologies and physical and virtual server environment. Performs advanced project analysis, technology solution research, documentation and training, and related duties as assigned by the IT Manager.

### DISTINGUISHING CHARACTERISTICS

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The IT Analyst II is a full working journey/lead worker level in the class, technically proficient in performing their assigned duties at a high level of independence under minimal supervision. Employee may train, assign, and monitor work of Information Technology Analyst (Level I) and Information Technology Technicians.

### REPRESENTATIVE DUTIES

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*The duties listed below are examples of the work typically performed by employees in this class. An employee may not be assigned all duties listed and may be assigned duties which are not listed below. Marginal duties are those which are **least** likely to be essential functions for any single position in this class.*

1. Conducts medium to high level analysis to determine project requirements, takes lead in the implementation of assigned projects, monitors and performs limited enhancements as required to improve overall performance of IT resources. Has latitude to determine specific or specialized technology project needs, assigns IT resources, prepares cost analysis reports and budget impact statements and sets implementation timelines.
2. Works closely with the IT Manager to develop and enhance access to IT resources. As project head will insure project implementation stays on time and within budget. Works with IT manager to develop and present project scope and progress to department or division staff and follows up on action required.
3. Under minimal direction from the IT Manager, will work closely with City staff to develop department or division IT resource needs and requirements. Will manage and maintain an IT resource inventory and replacement strategy. Will monitor and manage the back and disaster recovery procedures in place to assure recovery of any hardware or data stored on City IT resources.
4. Oversee the general operations of the Helpdesk and proper development of installation and user documentation, IT and User training and data storage of all IT specific hardware and application data files.
5. Under minimal supervision, will provide client application support and server administration of assigned IT resources. Manage and support all aspects of user account management, computer name services, remote access, IP assessments, file storage management of department applications, files and server management.

- Manage and monitor all aspects of the City email system, internet access and content filtering.
6. Under minimal supervision, will manage and support the City's LAN/WAN/WWAN, assist in the design of new voice and data communication infrastructure networks; administer and support all voice/data communications equipment to assure proper access, availability and performance of the City's IT resources; work closely with vendors and professional consultants to develop or resolve technology problems or enhance technology resources; evaluate and implement programs to automate and manage resources.
  7. Represents and supports the policies and procedures established by the City Council, City Manager, Department Heads, and Division Chiefs.

## **EMPLOYMENT STANDARDS**

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### **Education and/or Experience**

Graduation from an accredited college with a Bachelor's degree in computer science or related field and 4-6 years of experience in information technology administration that includes LAN/WAN management, Microsoft Windows XP and Windows 7 desktop environment and Windows 2003/2008, x32/x64 bit server technology. Expertise with Microsoft Exchange, Active Directory, Group Policies, Internet Information Services, DHCP, DNS, anti-virus, and firewall technologies are highly desirable. Any combination of training and experience that provides the desired knowledge and abilities may be considered.

### **Knowledge of:**

Current technology principles, theories, techniques, and methods of information system analysis, processing and operations; wired and wireless LAN/WAN technologies and administration; Microsoft Windows desktop, virtualization and server OS environments, mobile, desktop and server applications; Geographic Information Systems (GIS), imaging and database design and technologies; Emergency Operations Center (EOC) procedures and operations; principles of financial records management, project management, supervision and training.

### **Ability to:**

Assess City and the various departments' technology requirements; estimate project costs, resources required and implementation timelines; operate standard Windows desktop, server and communication technology; direct, evaluate and supervise the work of assigned personnel; write technical reports, and documentation, memoranda, e-mail and complex instructions; communicate effectively on technical issues with individuals of varying degrees of computer literacy; collect and analyze data; establish and maintain cooperative working relationships.

### **Special Requirements**

Possession of or ability to obtain and maintain a valid California Driver's License.

### **Physical Demands**

Strength, dexterity, coordination and vision to utilize a keyboard, mouse, camera, smartphone, communication diagnostic devices, cable termination equipment, and other technology devices; frequent lifting of objects weighing up to 25 lbs., and occasionally

lift and/or move objects weighing up to 50 lbs., such as, computers, servers, printers, UPS packages, or other computer peripherals and materials; physically moving from place to place within an office and/or offices, and some reaching for items above and below desk level.

### **WORKING CONDITIONS**

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Generally clean work environment with limited exposure to conditions such as dust, fumes, and odors. Noise level in the server room environment is usually moderate and low in the office area. The temperature in the server room environment is usually moderate. A computer used on a daily basis. Independent travel throughout the area is required. An IT Analyst II may be required to work irregular hours and on-call. Periodic contact with angry and upset members of the public and/or staff.

Date Adopted: January 31, 2014