

PUBLIC SAFETY INFORMATION TECHNOLOGY ANALYST I

DEFINITION

Under general direction, reviews, analyzes and evaluates information technology systems, manages advance client/server and desktop computer systems, network designs, and monitoring, and performs related duties as assigned.

REPRESENTATIVE DUTIES

*The duties listed below are examples of the work typically performed by the employee of 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. Maintains and supports the City network and computer resources; Conducts general analysis, troubleshoots and resolves computing, network and communication technology problems; Responds to calls to the Information Technology helpdesk and answers general questions regarding the methods and procedures for utilizing computer resources.
2. Assists in the installation of computer hardware, applications, network devices, and communication equipment; creates user documentation and trains staff in the proper use of computer equipment and general or departmental based applications.
3. Provides assistance in the development of technology resources; establishes testing methodologies to ensure applications and hardware are tested and debugged before utilization; assists in the implementation of enhancements; maintains documentation and procedures.
4. Provides client side application support and assigned administration; monitors and supports specific aspects of user accounts management, computer name services, remote access, IP assignments and promotes proper access to departmental or City file storage and applications; monitors and supports specific aspects of City e-mail and internet access, including filtering; maintains the City's web presence; performs daily/weekly back-up process; files redundancy procedures and assists in the disaster recovery process.
5. Provides support in the administration and maintenance of the City network infrastructure and data communication equipment; contacts vendors and professional consultants for additional technical support and suggests modifications to meet user requirements; writes scripts or implements programs to automate and manage access to technology resources.
6. Stays up-to-date on emerging technologies and the potential effectiveness of these advancements in the current system.
7. Represents and supports the resources and policies established by the City Council, City Manager, and Department Heads.

8. Performs other duties as assigned.

EMPLOYMENT STANDARDS

Education and/or Experience

Graduation from an accredited college with a Bachelor's degree in computer science or closely related field and 1 year of experience in information technology administration that includes LAN/WAN/WWAN management, Microsoft Windows XP and Windows 7 desktop environment, and Windows 2003/2008/2010, x32/x64 bit server technology. Experience with Microsoft Exchange, Active Directory, Group Policies, Internet Information Services, DHCP, DNS, anti-virus, and firewall technologies or any combination of training and experience that provides the desired knowledge and abilities.

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; imaging and database design and technologies.

Ability to:

Operate standard Windows desktop, server, and communication technology; write technical reports and documentation, memoranda, e-mail, and complex instructions; communicate effectively on technical issues with individuals with varying degrees of computer literacy; collect and analyze data; establish and maintain good working relationships with others

Special Requirements

Possession of or ability to obtain a valid California Driver's License. Candidates seeking a position in the police department must be able to pass an extensive background check.

Physical Demands

Strength, dexterity, coordination and vision to use keyboard and video display terminal for long periods of time. Dexterity and coordination to handle files and single pieces of paper; occasional lifting of objects weighing up to 25 lbs., such as, files, stacks of paper, and other reference materials. Moving from place to place within an office; some reaching for items above and below desk level.

WORKING CONDITIONS

Generally clean work environment with limited exposure to conditions such as dust, fumes, odors, or noise. Video display terminal is used on a daily basis. Periodic contact with angry and upset individuals.