

CLASS SPECIFICATION



CLASS: Senior Information Technology Analyst
ALLOCATION: Administrative Services
FLSA STATUS: Non-exempt
UNION AFFILIATION: YCEA

ESTABLISHED: September 2007
REVISED: November 2015

JOB SUMMARY

Under limited supervision, provides lead direction and technical assistance to assigned support staff and/or project management; performs the more complex computer systems analysis, maintenance, design, and programming; serves as the primary contact and County resource expert on assigned applications or group of applications and performs related work as assigned.

The Senior Information Technology Analyst is the advanced professional journey level classification in the information technology series.

CLASS CHARACTERISTICS

Depending on the area of assignment this position may report directly to either Information Technology Manager or Supervisor. This class is distinguished from the Information Technology Analyst I/II as the scope of responsibilities are focused on project management, providing lead direction over an assigned function and serving as the County's resource expert on assigned applications or group of applications.

EXAMPLES OF DUTIES:

Essential:

- Acts as project leader in assigned projects; provides lead direction, technical assistance, training, and work review to Information Technology Analyst I/II's in the area of assignment; serves as the primary contact and resource expert on assigned projects.
- Assists with the planning, implementing, coordinating and providing day-to-day guidance over an assigned functional area; organizes and assigns work, sets priorities and follows up to ensure coordination and completion of assigned work.
- Administers computer networks and related computing environments including computer hardware, systems software, applications software, and all configurations; monitors network performance to determine whether adjustments need to be made, and to determine where changes will need to be made in the future; operates master consoles to monitor the performance of computer systems and networks, and to coordinate computer network access and use.
- Performs research, planning and cost studies in support of various current and future County system requirements; evaluates the feasibility and impact of modification on existing or new systems.
- Prepares bid proposals and cost estimates; evaluates bid responses; recommends and coordinates vendor selection and procurement; incorporates technical considerations into design plans, such as budgets, equipment, performance requirements, or legal issues including accessibility and privacy; researches, documents, rates, or selects alternatives.
- Determines specific network hardware or software requirements, such as platforms, interfaces, bandwidths, or routine schemas; adjusts network sizes to meet volume or capacity demands; develops and implements solutions for network problems; designs, builds, or operates equipment configuration prototypes, including network hardware, software, servers, or server operation systems; develops conceptual, logical, or physical network designs; develops procedures to track, project, or report network availability, reliability, capacity, or utilization; develops and recommends network security measures, such as firewalls, network security audits, or automated security probes.
- Develops standards and guidelines to guide the use and acquisition of software and to protect vulnerable information; modifies existing databases and database management systems to make changes; test programs or databases, corrects errors and makes necessary modifications; specifies customer and customer access levels for each segment of database; develops methods for integrating different products so they work properly together such as customizing commercial databases to fit specific needs.
- Administers Intranet and Internet infrastructure, including components such as web, file transfer protocol (FTP), mail servers; installs or configures web server software or hardware to ensure that directory structure

is well-defined, logical, secure, checks and analyzes operating system to verify proper system performance.

- Uses object-oriented programming languages, as well as client server applications development processes and multimedia and Internet technology; coordinates and links the computer systems within the County to increase compatibility and so information can be shared; expands or modifies system to serve new purposes or improve work flow.
- Performs risk security measures; encrypts data transmissions and erect firewalls to conceal confidential information as it is being transmitted and to keep out tainted digital transfers; documents computer security and emergency measures policies, procedures, and tests.
- Designs and implements systems, network configurations, and network architecture, including hardware and software technology, site location, and integration of technologies.
- Participates in computer systems disaster recovery plan maintenance and implementation.
- Performs the full range of Information Systems Analyst I/II duties, as well as, resolves the most complex and sensitive computer systems analysis, maintenance, design, and programming problems.
- Prepares and documents design specifications, installation instructions, and other system related information.

If assigned to Telecommunications (in addition to the above):

- Administers the County telecommunications systems including microwave radio, data transmission, telemetry, and the County telephone system; recommends and integrates new telecommunications equipment.
- Prepares applications for new and renewal FCC licenses and various permits issued by the Federal Communications Commission or other regulatory agencies; monitors and ensures compliance with rules and regulations.
- Develops system layout, wiring and modification diagrams; performs coverage tests and interference studies and investigates intermittent problems.

If assigned to Geographic Information Systems (in addition to the above):

- Administers and coordinates the County geographic information systems program including determining map content and layout, as well as, production specifications such as scale, size, projection, and colors, and direct production to ensure that specifications are followed.
- Oversees and maintains the enterprise geodatabase.
- Identifies, scales, and orients geodetic points, elevations, and other planimetric or topographic features, applying standard mathematical formulas.
- Inspects final compositions to ensure completeness and accuracy.
- Examines and analyzes data from ground surveys, reports, aerial photographs, and satellite images to prepare topographic maps, aerial-photograph mosaics, and related charts.

Important:

- Comply with all County equipment and safety policies and procedures, and California Occupational Safety and Health Administration (CalOSHA) rules and regulations.
- Assists in billing activities for computer equipment and supplies.
- Uses standard office equipment in the course of the work; uses hand and power tools to install hardware and cabling.
- May drive a personal or County motor vehicle in the course of the work to visit various departmental work sites.

EMPLOYMENT STANDARDS:

Knowledge of:

- Basic business management principles involved in strategic planning, resource allocation, leadership technique, production methods, and coordination of people and resources.
- Methods and techniques of project management, development and review.
- County and departmental operations, terminology, rules, policies and procedures.
- Principles and processes of providing customer service including, customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Electronic equipment, and computer hardware and software, including applications and programming utilized by the County.

- Design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.
- English language structure and content including the meaning and spelling of words, rules of composition, and grammar.
- Arithmetic, algebra, geometry, calculus, statistics, and their applications.
- Safe work methods and safety regulations and precautions pertaining to the work.

If assigned to Telecommunications (in addition to the above):

- Transmission, broadcasting, switching, control, and operation of telecommunications systems.
- Federal Communications Commission (FCC) rules and regulations governing the operation and repair of governmental radio transmitters and receivers.

If assigned to Geographic Information Systems (in addition to the above):

- Principles and methods for describing the features of land, sea, and air masses, including their physical characteristics, locations, interrelationships, and distribution of plant, animal and human life.

Skill in:

- Planning, directing and reviewing the work of subordinate staff and team members from other departments.
- Managing one's own time and the time of others.
- Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards.
- Analyzing and using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Identifying complex problems, analyzing the information and evaluating the results to develop and evaluate options and implement solutions.
- Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Analyzing needs and product requirements to create a design.
- Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.
- Understanding the implications of new information for current and future problem-solving and decision-making.
- Conducting tests and inspections of products, services, or processes to evaluate quality or performance.
- Generating or adapting equipment and technology to serve customer needs.
- Installing equipment, machines, wiring, or programs to meet specifications.
- Writing computer programs for various purposes.
- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate and not interrupting at inappropriate times.
- Talking to others to convey information effectively.
- Keeping up-to-date technically and applying new knowledge to your job.
- Performing maintenance on equipment and determining when and what kinds of maintenance/tools are needed.
- Operating hand and power tools related to the work.

Ability to:

- Develop constructive and cooperative working relationships with others and maintain them over time.
- Apply general rules to specific problems to produce answers that make sense.
- Recognize something is wrong or is likely to go wrong.
- Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Quickly and accurately compare similarities and differences among sets of letters, numbers, objects, pictures, or patterns. The things to be compared may be presented at the same time or one after the other. This ability also includes comparing a presented object with a remembered object.
- Choose the right mathematical methods or formulas to solve a problem.
- Read and understand information and ideas presented in writing and verbally.
- Communicate effectively in writing and verbally as appropriate for the needs of the audience.
- Give full attention to what other people are saying, taking time to understand the points being made,

- asking questions as appropriate, and not interrupting at inappropriate times.
- Create a unified team environment.
- Observe, receive and obtain information from all relevant sources.
- Maintain composure in difficult situations.
- Apply detail and thoroughness in completing tasks.
- Concentrate on a task over a period of time without being distracted.

Physical Demands: The physical demands and work environment described here are representative of those that must be met by the employee to successfully perform the essential function of the job, with or without accommodation. Prospective employees must complete a pre-employment medical exam (Occupational Group III) which will measure the ability to:

- Properly handle equipment and supplies weighing up to 25 pounds on routine basis.
- Properly handle equipment weighing up to 40 – 80 pounds, occasionally.
- See well enough to read fine print and view a computer screen; speak and hear well enough to understand, respond, and communicate clearly in person and on the telephone; independent body mobility sufficient to stand, sit, walk, stoop, and bend to access the work environment and a standard office environment; manual dexterity and sufficient use of hands, arms, and shoulders to repetitively operate a keyboard and to write; and the ability to sit or walk for prolonged periods of time.
- Perform physical activities that require considerable use of arms and legs and moving your whole body, such as climbing, lifting, balancing, walking, stooping, kneeling, crouching and crawling.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

Work Environment:

- May be required to work evenings, weekends and/or holidays as directed.
- May at times be exposed to loud noise levels. However, noise levels are typically quiet.

QUALIFICATIONS:

The minimum and preferred requirements are listed below. While the following requirements outline the minimum qualifications the County reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job. Meeting the minimum qualifications does not guarantee further participation in selection procedures:

MINIMUM:

Licenses and Certification:

- Obtain a valid California Class C driver's license within 10 days of employment.
- Possess and maintain at least one certification program as identified and determined by the department depending on the area of assignment: applications, operations and help desk.

Education/Experience:

An Associate's Degree from an accredited college or university in Computer Science, Management Information Systems or a field related to the work and two years of experience at a level equivalent to the County's class of Information Systems Analyst II level. A list of the coursework must be submitted with application. Candidates with strong experience who lack the education are encouraged to apply.

PREFERRED:

Licenses and Certification:

Possess and maintain one of the following certifications or an equivalent certificate as determined by the department:

- CompTIA A + or higher;
- Cisco Certified Network Associate (CCNA) or higher;
- Microsoft Certified Database Administrator (MCDBA) Certificate or Microsoft Certified Solutions Developer (MCSD) for .NET or higher;
- VMware VCP5-DCV or higher;

- EMC Information Storage Associate (EMCISA) or higher;
- ESRI Foundation Courses or higher;
- Mitel 3300 ICP Administrator Certificate;
- AVST Callxpress;
- FCC General Radio Operator License (GROL) Certificate;
- Project Management Institute (PMI) Certificate for Project Management Professional (PMP) or Certified Associate in Project Management (CAPM);
- Certified Information Systems Security Professional (CISSP).

Education/Experience:

In addition to the minimum, a Bachelor’s Degree from an accredited college or university in Computer Science or Management Information Systems and additional relevant analytical network, applications and communications systems experience preferably in a public agency setting.

This class specification lists the major duties and requirements of the job. Incumbent may be expected to perform job-related duties other than those contained in this document.

Dept Approval:
Date:

EEOC: B
WC: 8810.1

HR Approval:
Date:

Signature: _____

Signature: _____