

CITY OF GLENDORA
INFORMATION SYSTEMS TECHNOLOGY ANALYST

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under general supervision, coordinates and performs Citywide or Police Department installation, maintenance, and repair of microcomputer software, equipment, and peripherals; maintains and manages assigned hardware and software inventory; recommends and implements policies and procedures for information and statistical report processing functions; systems functions; assists in the preparation and administration of the information systems budget; supports and assists assigned City departments in the development and implementation of information systems, telephone systems, and wireless communications systems; performs related duties as required.

ESSENTIAL JOB FUNCTIONS

These functions may not be present in all positions in this class. When a position is to be filled, the essential functions will be noted in the announcement of position availability. Letters in parenthesis at the end of each function statement represent the abilities required to perform that function.

1. Recommends and implements policies, procedures, and standards relating to computer activities; provides staff assistance in the implementation of project recommendations. (a b c d f g h i j k l m n)
2. Develops, designs, installs, repairs and maintains hardware and software systems to meet the needs of user departments; researches information requirements, participates in the design of forms. (All)
3. Assists in preparing feasibility and needs assessment studies to address the current and future information systems needs of user departments. (a b c d g h i j k l m n)
4. Conducts research and performs analysis; prepares reports regarding project feasibility studies, equipment utilization, project development and cost applications. (a b g h i j k l m n)
5. Advises and provides technical assistance to City or Police Department personnel and subordinates regarding information systems related issues, information systems applications, services or equipment; participates in the training of City or Police Department personnel in the uses and capacities of information systems equipment. (a b c d e f i j k)
6. Maintains and manages WAN (Wide Area Network) and LAN (Local Area Network), and applicable routers, switches, firewalls, servers, and related software. (c i j k l m n)

7. Maintains the City's logical and physical security strategy; proactively implements policies, configurations and patches to information technology to drastically reduce the risk of internal or external malicious data tampering. (a b c d e f g i j k l m n)
8. Designs, implements and maintains an effective mission critical data back-up strategy and disaster contingency. (a c d f g h i j k l m n)
9. Researches, plans, and organizes the acquisition of computer hardware and software and other communication systems; defines scope of projects; prepares specifications; plans for future supply needs, researches and prepares bid specifications, inviting vendors to bid and accepting bids. (a b c d f h j k l m n)
10. Conducts work according to schedule; submits schedule modifications based on conformance to established standards and provided operational priorities. (a d e g j k l m)
11. Participates in the development and administration of the information systems budget. (a b c d e h j k l m n)
12. Responds to calls related to computer problems. (a b d e f i j k)
13. Maintains professional currency in information systems technologies enabling current needs fulfillment and planning for future needs. (a g k l m)
14. Provides assistance to public, committees, and other agencies; responds to inquiries and provides information regarding City policies, procedures and other information relating to information systems; attend meetings, conferences and trainings related to information systems. (a b d e f i j k)
15. Coordinates City's maintenance services to facilitate adequate ventilation to the City's deployed information technology hardware. (c d f g h j m)

REQUISITE ABILITIES

The following generally describes the abilities required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

- a. Communicate clearly and concisely, both orally and in writing.
- b. Research and prepare complex and technical reports on information systems or other subjects.
- c. Develop, revise and utilize systems and procedures.
- d. Provide liaison to other City or Police Department personnel, other agencies and the public; establish and maintain effective relationships with the community at large, the City Council and other public officials; professionally represent the City or Police Department in a variety of meetings.
- e. Respond to emergency and problem situations in an effective manner. Deal constructively with conflict and develop effective resolutions.

- f. Understand, explain and comply with established policies and procedures.
- g. Develop comprehensive plans and procedures to meet and address future City or Police Department needs and services; develop new policies impacting City or Police Department operations.
- h. Independently analyze informational requirements and needs, examine alternatives, develop and implement recommendations and programs within budgeted amounts.
- i. Perform complex professional analytical work requiring sensitivity to issues.
- j. Make decisions concerning equipment needs, operational functions, scope of assignments, and allocation of computer time.
- k. Resolve complex mission critical issues or unusual situations with the aid of external technical support or direct supervision, and through application of management principles and practices in accordance with City or Police Department policies and procedures.
- l. Ability to work independently, stay on task, and maintain workflow based on provided priorities and budgeted allocations.
- m. Meet the physical requirements established by the City and lift or move equipment up to 50 pounds.
- n. Perform statistical analysis and mathematical calculations.

MARGINAL FUNCTIONS

These are position functions which may be changed, deleted or reassigned to accommodate an individual with a disability.

QUALIFICATIONS GUIDELINES

Education and/or Experience *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

A Bachelor's degree or equivalent with major work in computer science, information systems management, or related field, or certification as a Microsoft Certified Professional, and at least three years of responsible experience in information systems and network administrative experience. Degrees and certification are preferred current.

Knowledge and Skill Levels

Knowledge of UNIX, Windows NT, 2000 and XP. Familiar with methods of securing network infrastructures from physical, social and network security threats and to eliminate system vulnerabilities. Knowledge of information systems

development, design and implementation. Experience with the administration and operation of personal data assistants, personal computers, and network equipment. Familiar with the utilization of TCP/IP communication protocols in WAN/LAN environments. Knowledge of client server computing strategies, methods of implementing digital systems to increase staff efficiency. Working knowledge of the principles of City or Police Department's policies and procedures. Considerable knowledge of systems and programming, including knowledge of data base systems and languages compatible with the City or Police Department's computer systems; methods, principles and practices as related to business and management information systems, municipal administration, and governmental accounting and auditing; principles of research, statistical analysis, and report presentation; general office procedures; operation, application, and care of data processing, information systems, and computer equipment.

Special Requirements

May be required to work on call (nights and weekends) to respond to emergency and problem situations.

Possession of or ability to obtain a Class C California driver's license and a satisfactory driving record.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting. Duties are typically performed at a desk or computer terminal; subject to an occasional moderate amount of noise and dust from server room maintenance activity; frequent interruptions and contact in person and on the telephone with a variety of City staff and others. At least minimal environmental controls are in place to assure health and comfort.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.