



CITY OF BANNING, CALIFORNIA

Information Technology Analyst

Job Code: 1410
Grade: 62

FLSA **Exempt** **Non-Exempt**

JOB DEFINITION: Under general supervision, performs a variety of technical duties involved in installing, testing, and maintenance of the City's computerized information systems including for all computer workstations and peripherals, network equipment, telephone systems, and software used by City departments. This is a confidential unrepresented position within the Information Technology Division.

Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. This position shall respond to requests for assistance from system users and resolve operations problems; troubleshoot, analyze and resolve complex systems and application problems; and perform various diagnostic testing and maintenance on system hardware.

ESSENTIAL FUNCTIONS: *The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification. Shown are duties intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

REPRESENTATIVE DUTIES:

- Provide a variety of technical information technology support and related services to City of Banning employees and related information technology systems/network.
- Provide day-to-day operational support for the City's computer systems, including the City's network, hardware and software, telephone systems, and related equipment.
- Install, configure, upgrade, troubleshoot, and repair computers, computer components, software, and peripheral devices; maintain, install, and upgrade file servers and other network hardware.
- Provide information system user support; respond to questions and inquiries on various hardware and software issues.
- Install and/or plan and coordinate the installation, testing and support of computer hardware and software applications; coordinate the repair and replacement of computer components and related equipment.
- Perform and implement systems maintenance, making program modifications as necessary to meet user requirements; review and modify programs to correct errors and improve efficiency and cost effectiveness.
- Perform network administration functions such as maintaining user accounts and passwords, installing, upgrading, and maintaining software on servers, upgrading server hardware, and troubleshooting and resolving network connectivity issues.
- Administer and maintain the City's internal and Internet e-mail systems; install, configure and set up user accounts and client upgrades; troubleshoot and resolve mail hardware and software problems.
- Administer and maintain firewall applications for the internet; troubleshoot and resolve problems; install system upgrades as necessary.
- Provide support in the operation of the City's telephone and voice mail systems; provide support to City supplied cell phones as necessary.
- Perform system backups and maintain backup library for the City's network.
- Remain informed of changes in user and system software and hardware requirements.
- Assist in the preparation of bid specifications, and analysis of bid proposals for computer and network equipment and software.
- Assist in developing training or conduct training in computer systems and software as needed.
- Obtain quotations and arrange for the purchase of new technology; prepare invoice payments as necessary.
- May coordinate data transfers with other agencies.
- Maintain a variety of records and prepare special reports.

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- Maintain current knowledge of information technology trends and innovations; attend and participate in job-related seminars and professional group meetings; read applicable industry publications.
- Perform related duties as required.

KNOWLEDGE and SKILLS:

- Operational characteristics of information services systems, hardware and software.
- Principles and practices of computer science and information systems.
- Computer operating systems and local area network applications.
- Methods and techniques of training and instruction.
- Principles and practices of systems analysis.
- Principles, practices, methods, and techniques used in the installation, troubleshooting and maintenance of systems, networks, and applications.
- Characteristics and limitations of computer systems and related equipment.
- Wireless networking technology including access and security.
- Methods and techniques of installing and maintaining network devices including switches, routers and hubs.
- Network email systems.
- Various commercially packaged software including word processing, spreadsheet, database, and graphics applications.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

ABILITY TO:

- Analyze, design, program and maintain information systems and peripherals.
- Install computer equipment, related peripherals, and software.
- Troubleshoot hardware and software problems.
- Analyze data and develop logical solutions to complex computer application problems.
- Make recommendations in information system selection and software application packages.
- Instruct and train staff in information system operations.
- Operate office equipment, including computers and supporting word processing, spreadsheet, and database applications.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Understand and follow oral and written instructions.
- Work independently in the absence of supervision.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

MINIMUM QUALIFICATIONS: Any combination of education and experience that has provided the knowledge, skills and abilities necessary for the position. A typical way to obtain the knowledge and abilities would be the equivalent of two (2) years of college with major course work in computer science, information systems, or a related field **AND** two (2) years of increasingly responsible experience maintaining computer equipment, including networked systems.

PHYSICAL REQUIREMENTS: Work is primarily performed in an office environment requiring prolonged sitting or standing; walking, kneeling, crouching, squatting, stooping, and bending; inputting data into a computer terminal; exposure to computer glare, vibrations, and pitch; lifting, carrying, and regularly lift and/or move up to twenty-five (25) pounds, frequently lift and/or move up to fifty (50) pounds in weight; use hands to finger, handle or feel; reach with hands and arms and have mobility, vision, hearing, and dexterity levels appropriate to the duties to be performed.

ADDITIONAL REQUIREMENTS: May be required to work outside of normal business hours and subject to call out or call-back.