



SENIOR INFORMATION 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 with the job.*

DEFINITION

To perform a variety of difficult and complex technical tasks relative to the City's voice/data network, desktop/server infrastructure, business applications and database infrastructure. This position may perform job functions for other agencies that contract with the City for managed information technology services.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from higher level management. May exercise technical and functional supervision over lower level staff.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS - *Essential and other important responsibilities and duties may include, but are not limited to, the following:*

Essential Functions:

1. Evaluate, plan, test, and implement complex city-wide technology projects including but not limited to; major system and application deployments, software and firmware upgrades; commercial off the shelf (COTS) software applications and in-house developed software applications. Architect technical solutions and write product evaluations/recommendations. Create both technical and end user documentation as well as deliver technical training to the end user community. Identify operation efficiency improvements in concert with software assurance upgrades and new product enhancements. Recommend software and hardware purchases based on defined business requirements.
2. Coordinate the procurement and acquisition of computer hardware, software, voice and data communication systems and network security appliances. Defines the scope of technical projects; prepares the technical specifications; plans for future business needs, researches and prepares bid specifications.
3. Respond to service requests to resolve complex technical problems. Monitor network/system performance, cyber threat penetration and storage area network capacity. Makes recommendations to secure network, bolster system performance and increase network and storage capacity.

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4. Perform system administration functions; including but not limited to; local area networks (LAN) and wide area networks (WAN), point to point wired and wireless networks, firewalls, web and spam filters, email systems, voice and data communication systems, telephony, call center, voice mail and web chat applications, storage area network, virtual server and virtual desktop infrastructure, wireless/WiFi infrastructure, managed print services infrastructure, enterprise data back-up and recovery infrastructure, business continuity and disaster recovery infrastructure.
5. Perform highly complex network, server, application and telephony upgrades. Manage the software upgrade assurance process with technology vendors, coordinate the virtual or physical delivery of application/firmware upgrades, test and implement the required upgrades. In advance of major upgrades, coordinate system outages with internal staff members as well as coordinate press releases with Community Relations for system outages affecting the general public.
6. Perform database administration functions including but not limited to; database server installation and ongoing maintenance, SQL database scripting and reporting, writing programs to automate data extracts and report publishing, database security and ongoing database optimization.
7. Manage the technical relationship with external vendors to ensure internet and point to point data communication service levels are optimal. Monitor wired, wireless, and WiFi circuits to ensure system availability and network performance is optimal. Investigate, troubleshoot, and resolve technical problems.
8. Evaluate the need for new system platforms and upgrades to legacy systems; identify and recommend network, system, and/or application improvements. Define the scope of technical projects and negotiate with vendors for services and products. Research and prepare bid specifications. Procure equipment and oversee the work of vendors.
9. Research new technologies and collaborate with staff to establish an Information Technology strategic plan/road map. Ensure proposed emerging technologies are compatible with the existing technology infrastructure. Consult with users on the design and feasibility of proposed systems and make recommendations for the implementation and ongoing system maintenance activities. Seek continuous improvement and evaluate the end user's needs in an effort to identify alternatives, if required. Provide cost estimates and time requirements to implement required new systems and system modifications.

10. Maintain network and data security in compliance with City policy and PCI compliance for customer payment transactions. Ensure network equipment and the data residing on the technology infrastructure is physically and virtually secured. Ensure the data archival as well as secured and safe storage of business applications and data are in accordance to the City's retention schedule.
11. Continually research and keep abreast of emerging technology as well as technology products and services that are being discontinued. Make recommendations to ensure the Information Technology Strategic Plan remains intact.
12. Participate in the development and administration of the information technology budget.

Marginal Functions:

1. Perform other related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Principles and practices of software and hardware installation and repair, including automated software installation techniques.

Local and wide area network (LAN/WAN) design, management, security, and operation, including the AS400.

Client/server computing strategies including virtual server and virtual desktop architecture, design, implementation and support.

Modern computer equipment, including a variety of hardware, software, operating systems, and languages including VMware, Windows Server, and Linux operating systems.

Voice and data unified communication systems including voice over internet protocol (VOIP) architecture, design, implementation and support.

Network point to point, wireless and WiFi architecture, design, implementation, and support.

Principles, techniques, and terminology of voice and data communications, personal computer systems, mid-range computer systems, network infrastructure, server/storage infrastructure, network and data security, database administration, and application development.

The inter-relationship of central application servers, desktop computers, local area and wide area networks (including wired and wireless point to point networks), voice and data communications including the integration of telephony services with email services and remote access capabilities as it pertains to mobile devices including tablet computers and smartphones.

Diagnostic methods used for analyzing equipment or system problems. Preventative maintenance methods and techniques including network management, automated software delivery tools, and remote technical support.

Database administration and application development methods for accessing data and developing applications to present data in a customer user friendly format. Practical knowledge of data mining practices.

Modern office procedures and methods; methods and techniques for record keeping and report preparation; and proper English, spelling, and grammar.

Occupational hazards and standard safety practices.

Applicable federal, state, and local laws and regulations.

Ability to:

Identify, analyze, and define information technology needs, collect information, establish facts, and draw and present valid conclusions.

Understand, identify, interpret, troubleshoot, analyze, and resolve complex hardware, software, business application, network, data security, and end user issues. Develop a plan of action and implement an appropriate solution.

Research and prepare complex technical materials to provide solutions to technical problems. Document written instructions including procedures, manuals; system documentation and end user training guides.

Appropriately manage workload consisting of multiple projects, deadlines and unplanned interruptions to achieve timely and accurate work outcomes.

Read, analyze and take corrective action or refer problems to appropriate vendor in response to system, application, and network related events and outages.

Learn and apply new information technology techniques and practices as required.

Communicate clearly and concisely, both orally and in writing.

Interpret and apply federal, State, and local policies, laws, and regulations.

Work independently in the absence of supervision.

Observe safety principles and work in a safe manner.

Respond to problems and emergency calls.

Establish and maintain effective and cooperative working relationships with those contacted in the course of work.

Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following:

- *Sitting, standing, or walking for extended periods of time*
- *Operating assigned equipment.*

Maintain effective audio-visual discrimination and perception needed for:

- Making observations
- Communicating with others
- Reading and writing
- Operating assigned office equipment.

Maintain mental capacity which allows the capability of:

- Making sound decisions within established guidelines
- Demonstrating intellectual capabilities.

Experience and Training Guidelines -- *Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Experience:

Three years of increasingly responsible experience in information systems and network administration.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in computer science, computer information systems, management information systems or a related field.

License and Certification:

Possession of a valid California Class C driver's license.

WORKING CONDITIONS

Work in an office environment; prolonged standing and sitting. Prolonged use of keyboard and video display terminal. Exposure to vibrations and pitch of computer and other office equipment. Infrequent lifting of items weighing up to seventy-five pounds. Flexibility of work hours, may be required.