



Town of Danville

INFORMATION SYSTEMS ANALYST

DEFINITION

Under supervision of the Information Systems Manager (ISM), performs a variety of complex technical management and support of functions for Town network systems; performs project management tasks on simple, single departmental- and IT-sponsored projects. Receives and responds to requests for assistance from users; assesses user training needs and trains users in effective use of applications; researches, analyzes, and provides solutions to information systems problems and performs other related work as required.

DISTINGUISHING CHARACTERISTICS:

The Information Systems Manager provides supervision; responsibilities may include indirect supervision of technical or support staff.

This is a senior level position, and deals with complex, interdepartmental issues and provides technical direction to IT Technician.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Act as project manager for projects sponsored by other or affecting several departments.
- Be able to perform all the duties of IT Technician.
- Assess the need for, create, and implement configuration changes in network devices, including switches, routers, firewalls, and network servers to maintain system security and optimum operation.
- Observe and problem solve operational, technical policy, and procedural issues; interpret and explain technical concepts to less knowledgeable individuals.
- Identify, analyze and assess computer and network administration problems, and take appropriate corrective action. Be able to coordinate the corrective actions of other IT staff.
- Establish standards for personal computer system resources; analyze and evaluate software and hardware products and upgrades. Install, monitor, modify, and maintain system hardware and software.
- Installs, configures and upgrades operating systems and software, using standard business and administrative packages; may modify specific applications for use in operational departments.
- Stay abreast of current technology concerning telecommunication and information systems and recommends modifications as necessary;

- Perform regular maintenance functions to assure maximum performance and reliability.
- Performs other duties of a similar nature or level.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Principles and methods of systems analysis and their application in a municipal government setting.
- Hardware and software life cycles.
- Current trends and developments in the field of information technology systems. Including uses and limitations.
- Windows operating systems and software packages.
- Comprehensive designs, planning deployments for and maintenance of Cisco networking products, Cisco security products and systems, Microsoft enterprise (Server, SQL Server, Exchange) systems, and network server and storage hardware. Knowledge of all or highly qualified in one of the above areas.
- Deployment and maintenance of enterprise-scale systems such as maintenance management, geographic information systems, financial management.
- Principles and practices of project management.
- Techniques and practices in utilizing standard applications software including word processing, data base, telecommunications, desktop publishing, and spreadsheet.
- Customer service skills.

Ability To:

- Install, configure and maintain management information technologies for the Town (e.g. computers, networks, phones, voice mail, Internet, etc.).
- Observe and problem solve operational and technical deficiencies; interpret and verbally explain technical concepts to less knowledgeable individuals.
- Manage multiple projects simultaneously and be sensitive to deadlines and changing priorities.
- Work flexible hours if necessary.

Physical Standards:

- The physical standards described are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- An employee is regularly required to sit for long periods of time; intermittently stand, walk, bend, climb, kneel and twist while working on computer equipment, peripherals, and ancillary equipment; perform simple grasping and fine manipulation; use telephone, write and use keyboard to communicate; discern wire colors and see small text and numbers on wiring and circuitry; routinely move equipment weighing up to 50 pounds.
- While performing duties, the employee is regularly required to use various hand tools and testing equipment in repair, adjustment and problem identification of personal computers and related equipment; read and interpret complex data, information and documents; analyze and solve problems; interact with Town management, other governmental officials, contractors, vendors, employees and the public.

EDUCATION, EXPERIENCE, AND TRAINING:

Any combination of education and experience equivalent to the following is likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education:

A Bachelor's degree in a related field considered useful in information systems. Completion of industry-specific coursework or manufacturer (Cisco, Microsoft) certification.

Experience:

Five years of progressively responsible experience in a computer environment similar to that used by the Town, including network design and administration, database applications (such as SQL Server, Informix, Oracle), web-based and email-based applications, networked computer and printers.

Training:

Any recent training such as, academic courses and certification programs, which are relevant to this job classification. Forty-five quarter units or its equivalent in semester units in computer related courses is desirable.

LICENSES, CERTIFICATES, SPECIAL REQUIREMENTS:

Possession of a valid California Class C Drivers' License and Certificate of Automobile Insurance for Personal Liability.

Must be willing to work outside normal working hours when necessary and participate in rotating on-call assignments

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