CITY OF CHINO

Information Technology Analyst

Definition:
Under general supervision, this management level position is responsible for providing support and training for Citywide client/server and standalone applications; resolving Help Desk user issues and inquiries; performing a variety of technical duties involved in installing, testing and maintaining the City's computerized information systems, including all computer workstations and peripherals, network equipment, telephone systems, and software used by staff.

Class Characteristics:
The Information Technology Analyst completes duties within a broad framework. The position requires focus; resourcefulness in accomplishing goals and objectives; taking a creative approach to responding to non-routine requests and issues; independent initiative to perform work without being directly assigned; and performing a full range of complex and routine technical assignments requiring the exercise of good judgment.

Essential Duties:
All Assignments

- Provide user support by responding to Help Desk questions and inquiries on various hardware and software issues in a timely manner, which involves conducting simple break/fix analysis, troubleshooting and correcting technical problems of minor complexity, performing minor repairs, communicating with internal customers on status of work involved and estimated time to resolve the issue utilizing excellent customer service skills, and escalating Help Desk tickets as necessary without unnecessary delays.
- Assist in ensuring all City employees are able to use available computer programs and equipment as required for the effective completion of work assignments.
- Coordinate with vendors to support and manage various software products; advise users on software updates; and assist users in accessing vendor support as necessary.
- Perform minor Active Directory administration tasks such as creating and deleting accounts, resetting passwords and managing Exchange mailboxes as necessary.
- Obtain bid requests and procure hardware and related equipment.
- Install, modify, and/or relocate hardware consistent with user specifications and ensure upgrades are on schedule.
- Install, configure, upgrade, troubleshoot, repair and replace desktop computers, computer components, software, and peripheral devices.
- Maintain work order documentation, technical schematics, and diagrams.
- Configure, install, repair and troubleshoot issues related to hardware performance in a computer room environment.

- Perform installation of detailed, client-specific configurations for hardware residing on servers, mainframes, and operating systems.
- May perform duties related to supervision and coordination of division activities in the absence of the Information Technology Manager.
- Stay current and up-to-date with new technology.
- Interact with co-workers at all levels in the organization in a collaborative and customer-service oriented manner.
- Maintain prompt and regular attendance.
- Perform all duties within the context of the City's Mission Statement and Organizational Values.

Application Support

- Provide consultative services to user departments in the use of third party tools (primarily Crystal Reports) to access data in various software applications to produce complex reports that deliver analysis beyond that delivered by the original software and modify complex reports to improve functionality of the application.
- Develop simple application user interfaces and relational databases for a variety of software applications.

Geographic Information Systems (GIS)

- Provide consultative services to user departments in the use of third party tools (primarily ArcGIS) to access data in various software applications to produce complex maps that deliver analysis beyond that delivered by the original software.
- Design, implement, and maintain the City's GIS system; including analyzing user requirements, and translating them into GIS terms and actions.
- Work with internal users, outside agencies and consultants to add and update data layers.
- Work with other City application vendors to support the integration between GIS and those applications.
- Production of a wide variety of maps and reports as well as provide technical assistance to all City Departments.
- Train users in new and existing GIS applications.

Qualifications:

Any combination of education and experience that provides the required knowledge, skills and abilities to perform the essential duties of the position. A typical example includes:

Education:
- High school diploma or equivalent (required).
- Bachelor's degree in computer science, management information systems or a related field, or a comparable combination of education, training and experience which provides the requisite knowledge, skills and abilities (required).

Experience:
- Three or more years of experience working with personal and mainframe computer hardware and networked systems, as well as a variety of software applications, including Microsoft Office Suite and SQL-based database management (required).
- Three or more years of experience working with Crystal Report and a Business Objects Server (required for Application Support).
- Three or more years of experience working with ESRI products in support of an enterprise Geographic Information System; ArcGIS version 10 or higher (required for GIS).
- Experience using and supporting SQL Server Integration Services; Public Safety CAD/RMS system; Accela Automation or similar Land and Asset Management system; Tyler MUNIS or similar ERP/Financial Management system; Laserfiche; and Windows 7 in a Microsoft-networked computer environment (desired).

Knowledge/Skills:
- Knowledge and skill in the use and operation of complex business applications and software systems, including Microsoft Office Suite, SQL Server, Exchange, Active Directory, Crystal Reports, Microsoft Windows 7, public safety CAD/RMS systems, and Tyler MUNIS or other similar ERP/Financial Management systems, ArcGIS.
- Understand how to operate, install and maintain computer hardware and peripherals as well as the principles, practices and procedures involved in the maintenance and operations of a computer network.
- Strong working knowledge of database concepts and structure.
- Understand data models and relationships between data elements.
- Good analytical/problem solving skills
- Understanding of GIS concepts, cartographic methods, and spatial analysis techniques (required for GIS).

Ability to:
- Develop and maintain relational databases, including creating database connections and table joins.
- Install and perform routine maintenance on computer equipment, correct configuration errors, and resolve customer/user problems.
- Coordinate with other technical staff to address issues related to the network infrastructure or server operating systems and identify and analyze information system needs.

- Analyze unusual situations and resolve them through application of management principles and practices.
- Manage and prioritize multiple tasks effectively under pressure; organize tasks in a logical and systematic manner.
- Assist in the resolution of critical information system problems and complaints, which requires resourcefulness, studying and researching the issues involved, understanding and anticipating the implication of various options for resolution and making a final recommendation for the optimal solution.
- Demonstrate good judgment in selecting methods and techniques for obtaining solutions.
- Complete assignments requiring considerable judgment and initiative, determining appropriate methods and procedures for effective resolution of issues.
- Communicate effectively with all levels of staff and management, both verbally and in writing.
- Assist employees with varying levels of computer expertise.
- Respond to supervision, guidance, and direction of superiors in a positive, receptive manner.
- Portray a polite, helpful, professional and courteous demeanor at all times.
- Supervise and coordinate the activities of assigned personnel.
- Perceive hazards and follow workplace safety practices.
- Prompt and regular attendance is required.

Special Requirements:
- Receive satisfactory results from a thorough background investigation, including polygraph; a physical examination, which includes a drug screen; and an administrative review.

Physical Profile:
Category I; 4
Link to description here

Employee Unit:
Unrepresented Management

Revised: 02/10/2015
Replacing Information Technology Analyst classification specification dated 08/03/2012.