

**CITY OF REDWOOD CITY
INFORMATION TECHNOLOGY ANALYST I
INFORMATION TECHNOLOGY ANALYST II
SENIOR INFORMATION TECHNOLOGY ANALYST**

DEFINITION:

To support the Redwood City host computer with its Universe operating system (Unix over Pick) and the Basic programming language, to provide hardware and software support for the City's personal computers (MS-DOS, Windows, and Macintosh), to support the City's networks such as Novell Netware, Microsoft Windows for Workgroups, and Apple LocalTalk, and to support the City's phone switches and voice mail.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

The information Technology Analyst I and Information Technology Analyst II job classifications are flexibly staffed. The Information Technology Analyst I/II and Senior Information Technology Analyst positions are responsible for both new development and maintenance of existing systems, testing, implementation, and evaluation of new and existing software. These positions require both numerical and logic aptitude.

Information Technology Analyst I: This entry level Information Technology Analyst position is filled through the competitive testing process. The full range of duties can be performed in this job class but the incumbent is not expected to function at the same skill level as the higher positions and usually exercise less independent direction and judgment. This position receives more detailed instructions than the higher levels.

Information Technology Analyst II: This is the mid-level Information Technology Analyst position. It is filled by appointment when the department head has determined that an Information Technology Analyst I is fulfilling all of the requirements of the Information Technology Analyst II. The incumbent is expected to function at a higher skill level than the Information Technology Analyst I and exercise more independent direction and judgment. At times, this position may do some training and supervision of an Information Technology Analyst I.

The host Information Technology Analyst II must have a wide variety of application experience including a minimum of six months of experience with payroll, general ledger, and utility billing software. The incumbent must have demonstrated an ability to work independently and provide excellent customer service before advancing to this level.

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INFORMATION TECHNOLOGY ANALYST I-II
SENIOR INFORMATION TECHNOLOGY ANALYST (Continued)

The desktop Information Technology Analyst should have at least one year of hardware and software experience with Macintosh computers, must have at least three years of hardware and software experience with IBM compatible personal computers, at least one year of experience with networks (such as Windows NT), and a good working knowledge of Unix.

Senior Information Technology Analyst: This is the journey level Information Technology Analyst position is filled through the competitive testing process. The full range of duties can be performed in this job class and the incumbent is expected to function at a higher skill level than the other analysts and exercise more independent direction and judgment. This incumbent can be expected to receive less detailed instructions than the other analysts. Frequently, this position will do some training and supervision of other analysts. This senior position can serve as the acting division manager.

SUPERVISION RECEIVED AND EXERCISED

Information Technology Analyst I

Immediate supervision is provided by higher level staff progressing to general supervision by the division manager. Exercises no supervision.

Information Technology Analyst II

Immediate supervision is provided by higher level staff progressing to general supervision by the division manager. Responsibilities will occasionally include supervision of an Information Technology Analyst I.

Senior Information Technology Analyst

Immediate supervision is provided by the division manager. Responsibilities will frequently include supervision of an Information Technology Analyst I or an Information Technology Analyst II.

EXAMPLES OF ESSENTIAL AND IMPORTANT DUTIES - Duties may include, but are not limited to, the following:

1. Perform procedural analysis and develop procedures.
2. Prepare network diagrams.
3. Translate problem statements into detailed instructions and solutions.
4. Analyze, design and test software to eliminate errors, increase efficiency.
5. Develop complex host software.

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6. Evaluate and revise software and procedures to promote efficiency.
7. Perform computer operations when required.
8. Interpret desktop software and installation manuals.
9. Adjust initialization files to customize desktop computers for users.
10. Evaluate and install third party software onto PCs and Macs.
11. Install and support Local Area Networks (LANs) and their party software.
12. Support communication between the City's Unix server and the networks.
13. Support file servers and print servers.
14. Support City's Internet applications such as a home page on a Web server.
15. Support the City's planned Wide Area Network (WAN).
16. Trouble shoot personal computers and networks at the user's site.
17. Prepare clear and concise reports.
18. Train users at their site for any applications that are supported.
19. Assist in the maintenance of the City's voice mail system.
20. Conduct detailed analysis of user department requirements.
21. Perform duties and responsibilities as assigned.
22. Perform work with regular attendance and punctuality.

Note: The incumbent might specialize in host programming, desktop support, or perform a combination of host and desktop duties.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Modern office practices, procedures, methods, and equipment (all analysts).

Principles of data processing, computer networking, and voice technology (all analysts).

Principles and techniques of the full software development cycle: analysis, design, coding, testing, implementation, and training (all analysts).

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Principles of training (all analysts).

Unix operating systems (all host analysts, desktop Senior Information Technology Analyst).

Pick Basic programming language (all host analysts).

Accounting principles and terminology (all host analysts).

MS-DOS and Windows (all analysts).

Macintosh (all analysts).

Windows for Workgroups (all analysts).

Netware, LocalTalk (all desktop analysts).

Wide area Networks (WAN) (desktop Senior Information Technology Analyst).

Payroll applications (host: Information Technology Analyst II, Senior Information Technology Analyst).

Research techniques, methods, and procedures (Senior Information Technology Analyst).

Ability to:

Analyze informational requirements and needs, identify problems, examine alternatives, reason logically, and design implementation procedures.

Develop, revise, install, and utilize automated systems and procedures.

Communicate clearly and concisely, both orally and in writing.

Develop training materials and make oral presentations.

Support departments with users ranging from novice level to advanced.

Establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work.

Work in teams in a changing environment.

Deliver excellent customer service.

Maintain the confidentiality of departmental information.

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Learn and support voice mail systems and other voice technology.

Develop conclusions and recommendations (Information Technology Analyst II, Senior Information Technology Analyst).

Skill to:

Operate various desktop and host computer equipment.

Experience and Training Guidelines:

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

Two years of progressively responsible experience with Management Information Services.

Training:

Equivalent to a Bachelors degree from an accredited college or university with major course work in computer science or related area.

Special Requirements:

Essential duties require the following physical abilities and work environment:

Ability to work in a modern office environment.

Valid California Driver's License or the ability to obtain within 3 months.

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ADA DOCUMENTATION OF ESSENTIAL DUTIES:

- | | |
|----------------------------|----------------------------|
| 1. MAE (all analysts) | 12. OAE (desktop analysts) |
| 2. OANE (desktop analysts) | 13. MDE (desktop analysts) |
| 3. MDE (all analysts) | 14. OAE (desktop analysts) |
| 4. SDE (host analysts) | 15. OAE (desktop analysts) |
| 5. SDE (host analysts) | 16. MDE (all analysts) |
| 6. MWE (all analysts) | 17. OAE (all analysts) |
| 7. OAE (host analysts) | 18. OAE (all analysts) |
| 8. OAE (all analysts) | 19. OAE (all analysts) |
| 9. OAE (desktop analyst) | 20. OAE (all analysts) |
| 10. MDE (all analysts) | 21. OANE (all analysts) |
| 11. MDE (desktop analyst) | 22. ODE (all analysts) |

Note: The incumbent might specialize in host programming and not perform some of the desktop support duties. The incumbent might specialize in desktop support and not perform some of the host programming duties. When a duty indicates “all analysts”, then it is essential that both host and desktop analysts be able to perform these duties.

**DOCUMENTATION SCALES AND CODES
 FOR ESSENTIAL DUTIES**

Time Spent:

S	Significant	10% of day, week, or month
M	Moderate	5-9%
O	Occasional	Less than 5%

Frequency:

D	Daily
W	Weekly
M	Monthly
A	As needed

Supervisor/Manager Review:

E	Major focus of job/position
NE	Minor (can easily be assigned to another position)

Effective: December, 1996

Bargaining Group: Redwood City Management Employees' Association