



JULY 2012
FLSA: EXEMPT

INFORMATION TECHNOLOGY ANALYST II

This class specification indicates, in general terms, the type and level of work performed as well as the responsibilities of employees in this classification. The job functions described are not to be interpreted as being all-inclusive to any specific employee.

DEFINITION

Under direct supervision, performs routine to moderately complex professional-level and complex and specialized technical duties in the analysis, evaluation, design, development, programming, testing, implementation, documentation, and maintenance of a variety of information technology systems and programs for the District; troubleshoots, analyzes, and resolves routine to moderately complex system, network hardware and software, voice and data system, and application problems; designs and maintains databases; works with staff in determining system requirements, resolving system problems, and assisting end users in solving complex business problems; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from assigned supervisory and/or management staff. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is the entry-level class in the Information Technology Analyst series. Employees at this level perform routine to moderately complex professional information technology assignments assigned, receive occasional instruction and assistance, and have full knowledge of the concepts, practices, procedures, and policies of the assigned function. However, assignments are not as technically complex and are typically related to department-specific technology systems with only limited organizational impact. This class is distinguished from the Information Technology Analyst III in that the latter is responsible for more complex assignments and projects that require a higher level of knowledge and skill such as creating technical documentation on installation of operating systems, servers, and end-user applications and providing technical support and expertise to end users for network and enterprise-wide systems.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs routine to moderately complex professional-level duties at the local/specialized level in the analysis, evaluation, design, development, programming, testing, implementation, documentation, and maintenance for a variety of systems and programs for the District.
- Maintains and provides technical support to existing systems; provides answers to client requests for information on system use; responds to help desk calls and requests for major or minor systems modifications; troubleshoots routine to moderately complex hardware and software related problems; writes, tests, debugs, and installs programs.
- Performs network system administration functions; evaluates and tests system and network upgrades; installs or upgrades in-house or vendor software; installs and configures network hardware and

software; enables network connection; monitors storage utilization; maintains file servers; performs daily back-up.

- Investigates, analyzes, and resolves routine to moderately complex network related problems; resolves compatibility problems; troubleshoots network failures, recommends and implements changes and improvements.
- Evaluates and tests new or enhanced programs; installs or upgrades software and hardware; troubleshoots hardware and software related problems; performs testing and documentation duties.
- Performs routine to moderately complex programming duties; determines method of integrating new programming code into existing programs to meet user needs.
- Monitors network or hardware /application performance for routine to moderately complex systems
- Monitors security and performance; identifies unauthorized access and potential security; recommends improvements to security and network performance.
- Identifies and coordinates training sessions for client users on assigned systems or applications; develops training schedule; designs training manuals; conducts training sessions.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of information technology.
- Performs related duties as required.

QUALIFICATIONS

Knowledge of:

- Principles and practices of computer science and information systems.
- Principles and applications of critical thinking and analysis.
- Methods and techniques of systems programming.
- Principles, practices, methods, and techniques used in the installation, troubleshooting and maintenance of systems, networks, and applications.
- Operational characteristics of a variety of computer and network systems, applications, hardware, software, and peripheral equipment.
- Principles and practices of database maintenance and administration.
- Methods and techniques of evaluating business operations to develop technology solutions.
- Methods and techniques of developing technical manuals and training materials.
- Operations, service, and activities of local and wide area network systems.
- Methods and techniques of installing and maintaining network devices including switches, routers, and hubs.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Modern principles and practices of record keeping and reporting.
- Modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

- Provide support in the implementation and maintenance of information systems, networks, applications, and programs.
- Respond to and identify user needs and determine resolutions.
- Apply critical thinking and analysis in completing assignments.
- Apply a variety of computer programming languages.
- Prepare clear and concise reports, correspondence, charts, and other written materials from multiple layers of data.
- Detect, isolate, and resolve information systems problems.

- Read, interpret, and apply technical publications, manuals and other documents.
- Install, troubleshoot, upgrade, test and support systems programs.
- Monitor, maintain and administer a variety of operating systems.
- Provide technical support to systems and network design and development projects.
- Design, configure, install, troubleshoot, and test local and wide area network servers, hardware, software, routers, and associated components.
- Perform database maintenance and administration duties.
- Design user friendly application program interfaces.
- Analyze routine to moderately complex systems and develop applications to meet user needs.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, rules, and regulations.
- Perform work of a specialized nature and develop the ability to use independent judgment and personal initiative.
- Enter and retrieve data from a computer with sufficient speed and accuracy.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Understand and carry out a variety of complex instructions in a responsible and independent manner.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Use critical thinking techniques effectively.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Employment Standards:

Any combination of education and experience that provides the required knowledge, skills, and abilities may be qualifying as determined by OCSD.

1. Possession of a bachelor's degree from a college or university which is accredited by the US Department of Education, with major coursework in computer science, information systems, or a related field; AND,
2. Two (2) years of increasingly responsible experience in information systems or network programming and analysis.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.
- Possession of information technology industry recognized certifications are desirable.

Disaster Service Workers:

All Orange County Sanitation District employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with the Orange County Sanitation District requires the affirmation of a loyalty oath to this effect. Employees are required to complete all related training as assigned, and to return to work as ordered in the event of an emergency.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas may be

required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 50 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.