



DECEMBER 2018
FLSA: EXEMPT

INFORMATION TECHNOLOGY ANALYST III

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 general supervision or direction, performs moderate to complex professional-level specialized technical duties in the analysis, evaluation, design, development, programming, testing, implementation, documentation, and maintenance of a variety of systems and programs for the District; troubleshoots, analyzes, and resolves moderate to complex systems, network hardware and software, voice and data system, and application problems; designs and maintains databases; designs, configures, and maintains telecommunications systems; provides technical support and training to end users for network and enterprise-wide systems; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision or direction from the assigned supervisory and/or managerial staff. Exercises no direct supervision of staff. May coach and/or mentor less experienced staff.

CLASS CHARACTERISTICS

This classification is the fourth of six (6) levels within the information technology job series. Employees at this level perform moderate to complex professional information technology assignments, projects, and analyses. Incumbents at this level have full and thorough knowledge of the concepts, practices, procedures, and policies of the assigned function(s). This class is distinguished from the Senior Information Technology Analyst in that the latter is the senior journey-level class in the series. The senior level is responsible for the more complex projects that require a higher level of knowledge and skill and that, in collaboration with other staff, may have District-wide impact, including evaluating and recommending current and third party systems and applications, participating in procurement processes, serving as project manager on less-complex projects (excluding enterprise systems or district-wide impact projects), creating or overseeing the development of data flow and systems documentation, and serving on project teams to develop and implement testing plans to ensure system quality assurance for enterprise-wide systems.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

The following essential job functions are typical for this classification. Incumbents may not perform all of the listed job functions and/or may be required to perform additional or different job functions from those set forth below to address business needs and changing business practices.

- Performs complex professional-level duties in the analysis, evaluation, requirements definition, design, development, programming, testing, implementation, documentation, and maintenance for a variety of systems and programs for the District.
- Ensures established safety precautions are adhered to, corrects unsafe work conditions/practices, and/or reports unsafe work conditions/practices to assigned supervisory or managerial staff.

- Maintains and provides technical support to existing systems; serves as liaison between system users and information systems staff; provides answers to client requests for information on system use; responds to help desk calls and requests for major or minor systems modifications; troubleshoots 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 complex network related problems; resolves compatibility problems; troubleshoots network failures, router problems, and telecommunications problems; 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 complex programming duties; determines method of integrating new programming code into existing programs to meet user needs.
- Monitors network security and performance; identifies unauthorized access and potential security; recommends improvements to security and network performance.
- Configures, designs and maintains telecommunications units and/or peripherals; troubleshoots telecommunications equipment problems to ensure functional operation; performs repairs as necessary.
- Identifies training issues and coordinates training sessions for client users on assigned systems or applications; develops training schedules; designs training manuals; conducts training sessions.
- Administers and manages databases to ensure their integrity and continuous operation; monitors processes and determines and implements solutions to user problems; designs database structure and user interfaces to maximize data availability; sets up and monitors database security and back-ups; creates various reports, charts, and other materials from multiple layers of data.
- Writes documentation on new and enhanced systems or programs including detailed descriptions and functional capabilities; prepares and updates user materials and procedures manuals.
- Designs and develops components of current or new systems; serves on assigned projects for large and complex systems; in conjunction with project team members, analyzes user requirements and recommends technology solution; reviews and evaluates current and third-party systems and applications.
- Serves as project manager on information systems projects; analyzes client information system needs; recommends solutions and appropriate technology to meet client needs; designs project and resource plans and schedules; develops proposals using cost/benefit analyses; evaluates proposed system hardware and software to ensure compatibility with existing systems; oversees the installation and evaluation of software and hardware; controls, monitors, and reports budget expenditures; directs members of the project team; provides written reports presentations on project status.
- Corrects complex voice and data system problems; initiates troubleshooting procedures; diagnoses problems; requisitions parts and supplies; relocates supported equipment and makes necessary adjustments; records repair work performed.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of information technology; researches emerging products and enhancements and their applicability to District needs.
- Provides guidance and training to less experienced staff on programs and/or projects; assists in determining work priorities; ensures adherence to established policies and procedures.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Operations, services, and activities of information systems programs.

- 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 and applications.
- Operations, service, and activities of local and wide area network systems including methods and techniques of installing and maintaining network devices including switches, routers and hubs.
- 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 identify business requirements and develop technology solutions.
- Methods and techniques of developing technical manuals and training materials.
- Telecommunications and data communications system and infrastructure.
- Basic project management practices and methods.
- Basic public procurement processes/principles (RFI, RFP, Scope and Requirements development).
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- 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 guidance and training to less experienced staff.
- Principles and practices of customer services and techniques for effectively communicating with the public, vendors, contractors, and District staff.

Ability to:

- Perform work of a specialized nature requiring the ability to use independent judgment and personal initiative.
- Provide guidance and training to less experienced staff.
- Resolve conflict through collaboration to establish workable solutions and alternative approaches.
- Review the work of others to maintain established quality control standards.
- Train others on proper work procedures and lead less experienced staff on programs and projects.
- Apply critical thinking and analysis to a broad range of situations and in making decisions and problem solving.
- Provide technical support in the design, development, implementation and maintenance of information systems, networks, applications, and programs.
- Respond to and identify user needs and determine solutions.
- Apply a variety of computer programming languages.
- Prepare clear and concise reports, correspondence, charts, documentation and other written materials from multiple layers of data.
- Maintain confidentiality in maintaining critical and sensitive information, records, and reports.
- Detect, isolate, and resolve information systems problems.
- Read, interpret, and apply technical publications, manuals, and other documents.
- Monitor, maintain, administer, install, troubleshoot, upgrade, and test operating systems and programs.
- 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 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.

- Understand and independently carry out a variety of complex instructions.
- Utilize a computer, relevant software applications and/or other equipment.
- Work extended hours, nights, weekends and holidays when necessary.
- Operate a motor vehicle and travel to various District sites, projects and/or meetings.
- Adhere to safe work practices and procedures in the workplace.
- 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.
- Effectively 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. Bachelor's degree from a college or university accredited by the U.S. Department of Education, with major coursework in computer science, information systems, or a related field; AND,
2. Four (4) years of work experience in information systems or network programming and analysis, including two (2) years at a level comparable to an Information Technology Analyst II.

Licenses and/or Certifications:

- Valid California Class C Driver's License.

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; ability to travel to various District sites, projects and/or meetings; 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 25 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.