



## CITY OF ALBANY POSITION DESCRIPTION

### INFORMATION SYSTEMS ANALYST

#### **Definition:**

Under general supervision, provides broad information systems support to City departments and staff; acts as technical expert; evaluates, recommends, acquires and installs hardware and software; coordinates service, installation and maintenance by vendors; assists in the development and administration of information systems budgets. This position performs a wide range of complex analytical, design, planning, implementation, enhancement and problem resolution tasks on large, complex systems and networks.

#### **Example of Duties:**

Duties include, but are not limited to, the following:

- ❖ Support City staff and departments in the use of personal computers, telecommunication and network hardware and software; troubleshoot hardware and software problems; install computer, telecommunication and network hardware and software.
- ❖ Assist in the development and implementation of a comprehensive maintenance program for computers, telecommunication and network systems.
- ❖ Assist in the coordination of information systems activities including upgrades, network use, shared databases, systems services and maintenance.
- ❖ Analyze information systems needs; make recommendations for acquisitions, modifications and/or applications on a project, department or staff basis.
- ❖ Train City staff in the use of information systems applications; recommend training programs for specific applications.
- ❖ Maintain accurate records and documentation; prepare reports as required.
- ❖ Maintain an inventory of surplus equipment and supplies; dispose of surplus equipment and supplies in accordance with established City policies and procedures.
- ❖ Research, compile and analyze complex data and problems; provide technical and administrative reports; prepare written correspondence as necessary; provide periodic reports on activities; attend departmental, interdepartmental, project and user group meetings as required.
- ❖ Troubleshoot and resolve problems on the local and wide area networks, including five remote sites.
- ❖ Analyze, detect, identify and correct complex systems software or hardware deficiencies.
- ❖ Determine the proper installation parameters for software and hardware for smooth integration and efficiency in relation to the enterprise system and network.
- ❖ Minimize the use of scarce natural resources, minimize toxic materials, minimize carbon emissions, and promote healthy behaviors and activities.

#### **Qualifications:**

Knowledge of:

- Computer, telecommunication and network systems and their business applications.
- Trends in information systems technologies relative to City business applications.

- Software applications for business usage.
- Methods, tools and techniques of systems hardware and software evaluation, implementation, documentation, troubleshooting and repair.
- Principles and practices of records management and data storage and retrieval.
- Laws and regulations governing computer systems usage and operation.
- Effective methods of communication both written and verbal.
- Business mathematics.
- Methods and practices of budgeting.
- Effective methods of training staff in the use of systems hardware and software applications.

Ability to:

- Install, maintain and operate personal computers, networks and associated software,
- Troubleshoot and determine hardware and software problems.
- Prepare clear, concise written documents including staff reports, memos, vendor communications, user procedures, program documentation, etc.
- Explain technical information to non-technical personnel.
- Organize work, set priorities and meet critical deadlines.
- Establish effective communications with those contacted in the course of the work.
- Reviewing the work of others including contractors and City staff.

#### **Technical Skills:**

- In-depth knowledge of Active Directory, Windows Server 2003/2008 R2, Microsoft Exchange, Microsoft Outlook, DHCP, DNS, WSUS, patch management, enterprise class anti-virus software.
- Experience in MS SQL, VoIP administration, enterprise backup solutions, external DNS technologies.
- Understanding of virtualized environments, NAS, mobile platform support (iOS, Blackberry, Android).
- Experience with LAN technologies, topologies and protocols (TCP/IP, OSI Model, SSL, IPSEC, LDAP).

#### **Experience and Education:**

Any combination of experience and education that would likely provide the required knowledge, abilities and skills is qualifying. A typical background that would likely provide the required knowledge, abilities and skills would consist of the following:

***Experience:*** At least two years of relevant professional Information Systems experience that demonstrates the knowledge and ability to perform the essential duties. Work experience in a local government environment is desirable.

***Education:*** Coursework in computer information systems, information technology, network administration or related fields.

***License:*** Possession of a valid California Driver's License.

#### **Special Requirements:**

Sufficient strength and coordination for lifting, pushing, pulling and/or carrying the weight of computer systems equipment. Requires bending, stooping and/or crawling in order to install or repair computer systems hardware. Requires hand/eye coordination and manual dexterity for taking apart casings, installing parts and reconnecting computer systems hardware.