

## 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 OC San; 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 duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

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

### **CLASS CHARACTERISTICS**

This classification is the second of five (5) levels within the information technology job series. The focus at this level is both a technical and analytical role, with work involving the performance of routine professional duties in support of OC San information technology systems. Positions at this level are not expected to function with the same amount of program knowledge or skill level as higher levels in the job series and exercise less independent judgment and initiative in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes are explained in detail as they arise. 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, requirements definition and less complex systems design and providing technical support and expertise to end users for network and 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 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 OC San; 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.

- Provides technical support for information systems through OC San's service desk and serves as a technical resource in meetings as assigned; performs troubleshooting and problem solving; escalates issues as needed; updates information in tracking system.
- Performs routine to moderately complex network system administration functions; evaluates and tests system and network upgrades; installs, configures, and/or upgrades network hardware and software; enables network connections; 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 issues; recommends improvements to security and network performance.
- Participates in identifying and coordinating 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; researches emerging products and enhancements and their applicability to OC San needs.
- Ensures safety and health procedures and precautions are adhered to, corrects unsafe work conditions/practices, and/or reports unsafe work conditions/practices to assigned supervisory or managerial staff.
- Performs duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of computer science and information systems.
- Principles and applications of critical thinking and analysis.
- Principles, practices, methods, and techniques used in the installation, troubleshooting, and maintenance of systems programming 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, peripheral equipment, and telecommunications and data communications system and infrastructure.
- 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.
- Basic project management practices and methods.
- Applicable federal, state, and local laws, codes, and ordinances relevant to area(s) of responsibility.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Current equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- 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.
- Detect, isolate, and resolve information systems problems.
- Monitor, maintain, administer, install, troubleshoot, upgrade, and test operating systems and programs.
- Design, configure, install, troubleshoot, and test network servers, hardware, software, routers, and associated components.
- Perform database maintenance and administration duties.
- Design user-friendly application program interfaces; analyze systems and develop applications to meet user needs.
- Resolve conflict through collaboration to establish workable solutions and alternative approaches.
- Apply critical thinking and analysis to a broad range of situations and in making decisions and problem solving.
- Prepare clear and concise reports, correspondence, charts, documentation, and other written materials from multiple layers of data.
- Read, interpret, and apply technical publications, manuals, and other documents.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Operate a motor vehicle and travel to various OC San sites, projects and/or meetings.
- Organize own work, set priorities, and meet critical time deadlines.
- Use tact, initiative, prudence, and independent judgment within general policy, legal, and procedural guidelines.
- Comply with safe work practices and procedures in the workplace.
- Provide a high level of customer service by effectively dealing with the public, vendors, contractors, and OC San staff.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective 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 OC San.

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.
2. One (1) year of work experience in information systems or network programming and analysis.

**Licenses and/or Certifications:**

- Must possess a 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**

- Mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various OC San sites; this is primarily a sedentary office classification although standing in work areas and walking between work areas may be required; occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information; ability to lift, carry, push, and pull materials and objects up to 35 pounds.
- Vision to read printed materials and a computer screen.
- Hearing and speech to communicate in person and over the telephone.
- Finger dexterity to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment.

### **ENVIRONMENTAL ELEMENTS**

- 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.

### **OTHER REQUIREMENTS**

- May be required to work extended hours, including nights, weekends, and holidays when necessary.
- Probationary Period: All OC San employees, except classifications considered “at-will”, are subject to the probationary period provisions as specified in the applicable Memorandum of Understanding, policies, and/or resolutions. Employees who have not yet successfully completed their initial probationary period serve “at-will” and may be released from employment without cause or recourse to any appeal or grievance procedures.
- Pre-Employment: All employment offers are contingent upon successful completion of OC San’s pre-employment process, which includes a background investigation, a physical examination, and a drug screen.
- Work Location Assignment: Employees will be assigned to a work location based on business needs which may be located at any/all of OC San locations; this work location may be changed at any time.