

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, performs moderate to complex professional-level duties in the analysis, evaluation, design, development, programming, testing, implementation, documentation, and maintenance of a variety of systems and programs for OC San; 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 duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

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

CLASS CHARACTERISTICS

This classification is the third of five (5) levels within the information technology job series. Positions at this level perform increasingly diverse and complex professional duties in support of OC San information technology systems assignments and/or tasks, receive occasional instruction and assistance, and have full knowledge of the concepts, practices, procedures, and policies of the assigned function. This class is distinguished from the Senior Information Technology Analyst in that the latter is the full journey-level class and performs the more complex and difficult projects, analyses, and programs assigned to the classes within the series.

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 OC San; 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 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 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.
- Configures, designs, and maintains telecommunications units and/or peripherals; troubleshoots telecommunications equipment problems to ensure functional operation; performs repairs as necessary; 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.
- 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 and presentations on project status.
- 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.
- 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.
- 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.
- 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. Two (2) years of increasingly responsible 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.