

SENIOR INFORMATION TECHNOLOGY ANALYST

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 direction, performs advanced professional-level information technology support duties in the analysis, design, evaluation, development, programming, testing, implementation, documentation, and maintenance of a wide variety of systems and programs for OC San; provides support to departments with complex computer systems and programs and/or enterprise systems; performs database management duties; troubleshoots, analyzes, and resolves difficult and complex systems and network hardware and software problems; administers network and system security; serves as a project manager on assigned projects; evaluates and recommends current and third party systems and applications; provides highly technical support, expertise, and training to end users; and performs duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

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

CLASS CHARACTERISTICS

This classification is the fourth of five levels within the information technology job series. Positions at this level perform the more difficult and complex assignments, projects, analyses, and programs assigned to classes within the series, requiring the use of considerable discretion and independent judgment in performing assigned work and full and thorough knowledge of the concepts, practices, procedures, and policies of OC San information technology systems. Assignments are given with general guidelines and positions are responsible for establishing objectives, timelines, and methods to deliver work products or services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements. Responsibilities may include providing guidance on programs and/or projects and providing coaching and mentoring to lower-level staff. This class is distinguished from the Principal Information Technology Analyst in that the latter is responsible for developing, implementing, and managing the most complex programs/projects, serving as an expert internal consultant, and providing functional and technical direction to assigned staff.

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.

- Provides professional level support to departments with complex systems and programs including the analysis, evaluation, design, development, integration, and testing of software and hardware programs to support database, networking, systems, and business application needs of OC San.
- Designs and develops new or enhanced complex systems and applications; analyzes user operations and business requirements to design and develop technology solutions; reviews, evaluates, and

recommends current and third party systems and applications; creates or oversees the development of data flow diagrams and other systems documentation to develop program specifications; designs optimum system configurations; develops and implements testing plans; ensures system quality assurance; determines whether new programs meet users' business and technology requirements and makes adjustments as required; works with vendors to ensure other instruments and tools interface with appropriate technology systems.

- Evaluates network protocols, hardware, and software to determine their ability to meet OC San needs; evaluates new applications to potentially integrate with current systems and applications.
- Investigates, analyzes, and resolves network related problems; resolves compatibility problems across systems and networks; troubleshoots complex network failures, router problems, and telecommunications problems; recommends and implements changes and improvements.
- Analyzes network security and performance issues; identifies potential security and utilization or performance issues; designs strategies and recommendations to improve performance.
- Performs database management, analysis, administration, and maintenance duties; provides support to staff in planning, designing, and implementing databases; designs and modifies database structures, tables, files, views, and indexes; develops methodologies to export and import data within multiple operating environments; plans future storage requirements; monitors database performance; makes database tuning changes as required; manages and maintains database and file space allocations; makes recommendations on enhancements to optimize resources; conducts and maintains database system back-ups to ensure timely recovery of data.
- Provides and controls user access to databases and ensures database availability; maintains database security to ensure data integrity; monitors users to ensure compliance with operational and security procedures.
- Performs difficult and complex programming duties; determines method of integrating new programming code into existing programs to meet user needs.
- Configures, designs, and maintains complex telecommunications units and/or peripherals; troubleshoots telecommunications and other business equipment problems to ensure functional operation; performs repairs, as necessary.
- Serves as project manager on assigned 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; manages, controls, monitors, and reports budget expenditures and schedules for assigned projects; orders materials as needed; directs members of the project team; selects and monitors contractors for outside services when required for a project; develops written reports and presentations on project status.
- Performs technical writing duties in the development and production of complex system documentation, instructional, and procedural manuals.
- Identifies training issues and coordinates training sessions for client users on assigned systems or applications; develops training schedules; 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.
- Provides leadership and guidance to others on programs and/or projects; as a program and/or project leader, may direct, assign, train, monitor, and review the work activities of team members; determines work priorities; oversees quality and quantity of work performed and ensures adherence to established procedures by instructing employees accordingly; is a resource to employees by possessing specialized skills; and develops and implements work improvements.
- 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:

- Operations, services, and activities of a comprehensive information systems program.
- Principles and practices of project management.
- Principles and applications of critical thinking and analysis.
- Principles, practices, and methods of system design, development, analysis, testing, and security administration.
- Methods and techniques of evaluating complex systems, identifying business requirements, and developing technical requirements and information systems solutions.
- Advanced programming languages, methods, and techniques including integrated database management applications.
- Methods and techniques of resolving complex network system compatibility and integration issues.
- Principles, practices, methods, and techniques of database design, management, and administration; operational characteristics of a variety of database systems, tools, and utilities.
- Principles and practices of quality assurance, data security, integrity, backup, and recovery processes in assigned systems area.
- Methods and techniques of installing and maintaining network devices including switches, routers, and hubs.
- Applicable federal, state, and local laws, codes, and ordinances relevant to area(s) of responsibility.
- Technical writing and preparing technical documentation.
- Techniques for providing guidance and training to less experienced staff.
- 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:

- Analyze department operations, procedures, and data to identify business and technical requirements and to design and recommend information technology solutions to complex business and systems problems; provide advanced-level technical systems support by identifying and resolving problems for complex systems and applications.
- Perform complex systems and applications programming and analysis duties; apply a variety of computer programming languages.
- Recommend and implement quality assurance and security procedures for assigned systems.
- Provide support in the design, configuration, implementation, and testing of network operating systems, hardware, and software.
- Analyze and troubleshoot complex network operating, hardware, and software system problems.
- Perform database management, administration, and maintenance functions; evaluate and make recommendations to accommodate future data storage needs.
- Develop and modify database models based on OC San information technology needs.
- Prepare clear and concise technical reports, correspondence, charts, documentation, and other written materials from multiple layers of data.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Lead, direct, and review the work of project staff; and train others on proper work procedures.
- Independently organize own work, set priorities, and meet critical time deadlines.
- Operate a motor vehicle and travel to various OC San sites, projects, and/or meetings.

- 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. Four (4) years 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 is needed 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.