



INFORMATION SYSTEMS ANALYST

DEFINITION

Under general supervision, assists in the design, development, analysis, implementation and maintenance of new and existing technology and information systems, including GIS and specialized computer applications.

SUPERVISION EXERCISED

May supervise subordinate personnel

EXAMPLES OF DUTIES

Duties may include but are not limited to:

Research, analyze, design and implement computer applications and information systems based on city and department needs.

Assess and trouble shoot technology problems; modify programs and software to improve service delivery.

Install, operate and maintain software programs; train staff in use of computer hardware and software.

Participate in developing recommendations for new hardware, software, furniture and supplies.

Participate in development and implementation of goals, objectives, policies and procedures.

Prepare statistical reports; document program and system changes and test programs.

Create, update and maintain GIS data base and web mapping applications; use ESRI software to create presentation graphics.

Maintain records of computer problems, complaints and resolutions.

Perform related duties as assigned.

KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of:

Computer hardware installation, replacement and repair.

Computer operating and applications software included but not limited to MS Windows, MS Office Applications, Adobe Acrobat, Adobe Illustrator, Adobe Photoshop and/or other graphics software, drafting and GIS software.

Operating characteristics of information systems equipment including host computers, printers, storage systems, controllers/multiplexers, communication switches, scanners, PC workstations/terminals and related peripheral devices.

Web design procedures and methods.

Principles and concepts of SQL, GIS and ESRI database administration.

Techniques used in project management and computer security.

Principles of architecture, maintenance and operation of digital computer and electrical systems.

Database backup and restoration.

Ability and Skill to:

Create, read and interpret electrical/electronic schematics, system network diagrams, plans, blueprints and electrical wiring diagrams.

Maintain the integrity and confidentiality of information.

Install hardware, network and communications systems.

Read and understand schematics and technical instructions and technical manuals, journals, literature and related documents.

Perform complex maintenance tasks on analog and digital equipment.

Identify and solve technology related problems.

Prepare statistical reports.

Plan and organize work to meet schedules and timelines.

Communicate clearly both orally and in writing.



Perform duties of an emergency worker in the event of a natural or other disaster.

QUALIFICATIONS

Any combination of education and experience that would provide the required knowledge, abilities and skills is qualifying. A typical way to obtain the qualifications would be:

BA/BS degree in computer science or related field and three (3) years of network information technology experience, including extensive GIS knowledge.

LICENSE OR CERTIFICATE

Possession of a valid Class C California Driver's License and a good driving record.

ESSENTIAL JOB FUNCTIONS/A.D.A.

Ability to operate computer, calculator, telephone, portable radio, copying machine and cash register

Ability to understand and respond to the public's and staff's requests for assistance both on the phone and in person

Ability to prepare reports, perform mathematical calculations, count money and sort/file documents

Ability to sit for two hours at a time

Ability to lift up to 25 pounds

Ability to climb a footstool or ladder for the purposes of retrieving records and/or installing cabling/equipment.

Ability to get from one location to another in the course of doing business

