

CITY OF SIMI VALLEY

INFORMATION SERVICES ANALYST I

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under supervision, performs a variety of technical duties in the implementation, maintenance, and ongoing use of the City's computerized information systems; serves as the primary interface between the end user and information services staff; provides support for desktop computer equipment including hardware, software, and peripheral printers and related equipment; and performs a variety of technical duties as required.

This is a broad classification with individual positions assigned to specific functional areas; duties and assignments may overlap depending on the operational needs of the department and staffing levels.

DISTINGUISHING CHARACTERISTICS

This is the first level in the Information Services Analyst series. This level defines positions that have primary responsibility for help desk functions and providing P.C. support to users. Positions at this level may also assist or participate in duties assigned to the Information Services Analyst II level on an ancillary basis.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Perform a variety of duties in the implementation and maintenance of the City's computerized information systems including troubleshooting hardware, software and peripheral problems.
2. Serve as the primary interface between the end user and the City's information services staff; receive and log user calls and problem notification; prioritize calls, resolve problem or distribute to appropriate information services staff for response; track status to ensure timely response; facilitate escalation as necessary.
3. Receive requests for assistance on desktop, laptop, and computer related problems including hardware, software, peripheral printer and related equipment; determine severity of problems; resolve or refer to appropriate staff.
4. Install or upgrade in-house or vendor software, hardware, and peripherals; troubleshoot hardware and software related problems.
5. Perform repairs on computer systems and peripheral equipment including printers, modems, scanners and related devices; coordinate major equipment repairs; locate vendors and ship parts as needed; arrange for vendor to perform on-site repairs; evaluate repair service quality.
6. Perform preliminary investigation and troubleshooting of network related problems including client connection, cabling and switch and hub problems; refer the more complex problems to higher-level staff.

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7. Assist staff for all issues related to electronic devices used for work within the city including cell phones, laptops, and tablets.
8. Assist in the design and programming of databases and reports using appropriate software.
9. Identify and communicate frequent or special difficulties users are experiencing with network, hardware, and software applications.
10. Provide city-wide support for presentations by assisting in the creation and presentation of power point and other graphical displays.
11. Work with outside vendors for quotes related to equipment and installation of new network wiring; oversee work being performed to ensure work is completed.
12. Prepare and maintain a variety of logs, records, and reports related to information service programs.
13. Conduct system and database back-ups as necessary; file back-up tapes and maintain tape library.
14. Provide coordination of technical training opportunities for clients as necessary.
15. Monitor inventory of information services hardware and software; maintain toner stock for printers; order equipment and supplies as necessary.
16. Work with different state and local government agencies regarding the implementation of government mandated programs.
17. Support, maintain, and help instruct seniors with the use of the senior computer lab.
18. Attend and participate in group meetings; stay abreast of new trends and innovations in the field of information systems.
19. Perform related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Basic operational characteristics of information systems and peripherals.
Principles and practices of customer service.
Computer software and operating systems.
Basic principles and practices of hardware and software troubleshooting.
Basic methods and techniques of evaluating and testing software applications.
Basic methods and techniques used in troubleshooting various computer application problems.
Basic principles and practices of network, hardware and software troubleshooting.
Basic principles and practices of computer science and information systems.

Ability to:

Respond to and identify user computer related problems.
Perform the full range of helpdesk duties.
Install and configure desktop computer systems and peripheral equipment.
Troubleshoot a variety of desktop systems hardware and software.

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Communicate technical information to a wide variety of users.
Identify, isolate and troubleshoot operational hardware and software problems.
Install, test, and evaluate hardware and software.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines – Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by two years of college level course work in information science or a related field.

Experience:

One year of information system experience.

License or Certificate:

Possession of, or ability to obtain, a valid driver's license.

Possession of information services industry recognized certifications are desirable.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Standard office setting; exposure to computer screens; may be required to work irregular work hours including evenings and weekends.

Physical: Sufficient physical ability to work in an office setting and operate office equipment; to walk, stand, or sit for prolonged periods of time; to perform moderate or light lifting and carrying.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents.

Hearing: Hear in the normal audio range with or without correction.

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Johnson & Associates

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