

# CITY OF SIMI VALLEY

## INFORMATION SERVICES ANALYST II

*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 general supervision, performs a variety of complex duties in the design, testing, management and maintenance of the City's computerized information systems including maintaining hardware and software configurations; implements new information services system technology; troubleshoots, analyzes and resolves complex systems, internal and internet e-mail systems, and application problems; 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 full journey level class within the Information Services Analyst series. Employees within this class are distinguished from the Information Services Analyst I by the performance of the full range of duties as assigned including designing, developing and implementing City information services system applications and administering the City's e-mail systems. Positions at this level may perform duties typically assigned to Information Services Analyst I level and may assist or participate in duties assigned to the Senior Information Services Analyst level but on an ancillary basis. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit.

### **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 functions in troubleshooting and resolving software and hardware concerns; maintain, install and upgrade file servers and other network hardware.
2. Coordinate and collaborate with users regarding programming needs; analyze, code and test programs.
3. Provide information system user support; respond to questions and inquiries from information system users; respond to user requests on various technical equipment.
4. Conduct feasibility studies to determine information services system user requests; analyze information services system requirements.
5. Administer and maintain the City's internal and internet e-mail systems; install, configure and set up user accounts and client upgrades; troubleshoot and resolve mail hardware and software problems.
6. Administer and maintain firewall applications for the internet; troubleshoot and resolve problems; install system upgrades as necessary.

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7. Administer remote access to the City's network; install, configure, monitor, and maintain various remote access methods; ensure security of the network.
8. Conduct information training needs assessment; evaluate and recommend various training methods, course work and vendors.
9. Create course outlines and handouts for in-house training; schedule and provide information system training sessions.
10. Provide training and support for designated local administrators; provide training sessions and workshops as needed.
11. Provide system analyst and server administration support including group policy management, EOP support, print server administration, Exchange support, and Active Directory user and group administration.
12. Perform system backups and maintain a backup library for assigned servers and databases; build new backup jobs when necessary.
13. Provide CAD/RMS system administration and other module related activities.
14. Create, administer, and maintain assigned department's intranet.
15. Assist staff and maintain inventory for electronic devices including cell phones, laptops, and tablets.
16. Oversee assigned projects including serving as the technical lead to vendors and other staff as necessary.
17. Oversee VMware virtual infrastructure and SAN storage.
18. Oversee application server software programs and their underlying server operating systems.
19. Coordinate the repair and replacement of PC hardware and related equipment; select and arrange for vendor to perform on-site repairs; evaluate repair service quality; maintain records.
20. Collaborate and confer with vendors and suppliers; recommend product purchases; maintain good vendor relations.
21. Attend and participate in group meetings; stay abreast of new trends and innovations in the field of information systems.
22. Maintain a variety of records and prepare special reports.
23. Maintain inventory of assigned desktop computers, laptops, and peripherals.
24. Serve as back-up for Senior Information Services Analysts and Information Services Analyst I's as necessary.
25. 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:**

Operational characteristics of information services systems, hardware and software.  
Principles and practices of computer science and information systems.  
Methods and techniques of information system programming and design.  
Methods and techniques of training and instruction.  
Principles and techniques of various programming languages, database, and computer programming.  
Principles and practices of systems analysis, programming and documentation.  
Principles, practices, methods, and techniques used in the installation, troubleshooting and maintenance of systems, networks, and applications.  
Principles and practices of project management.  
Wi-fi networks, routers, modems, and access points.  
Characteristics and limitations of computer systems and related equipment.  
Wireless networking technology including access and security.  
Methods and techniques of installing and maintaining network devices including switches, routers and hubs.  
Network email systems.

### **Ability to:**

Analyze, design, program and maintain information systems and peripherals.  
Conduct needs assessment and feasibility studies.  
Troubleshoot hardware and software problems.  
Analyze data and develop logical solutions to complex computer application and programming problems.  
Identify, evaluate and solve program problems.  
Support and troubleshoot issues related to wireless connectivity.  
Make recommendations in information system selection and software application packages.  
Instruct and train staff in information system operations.  
Understand and follow oral and written instructions.  
Work independently in the absence of supervision.  
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 a Bachelor's degree from an accredited college or university with major course work in information science or a related field.

### **Experience:**

Two years of increasingly responsible information services experience related to area of assignment.

### **License or Certificate:**

Possession of, or ability to obtain, an appropriate, 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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