

CITY OF SIMI VALLEY

SENIOR INFORMATION SERVICES ANALYST

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 direction, plans, coordinates, oversees and participates in the more complex and difficult activities involved in supporting advanced, complex information systems, networks and databases for the City; troubleshoots, analyzes, and resolves problems with complex systems, network hardware and software, and applications; researches and recommends new systems and enhancements to existing systems; and performs a variety of technical tasks relative to assigned areas of responsibility.

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 advanced journey level class in the Information Services Analyst series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned. Employees perform the most difficult and responsible types of duties assigned to classes within this series including coordinating and supervising the operations and activities of complex specialized information systems and databases. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility and therefore require extensive experience and formal training related to area of assignment.

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. Plan, direct and participate in the acquisition, installation, administration and operation of specialized information systems, networks, and databases.
2. Train assigned employees in operation and application of information systems methods and techniques.
3. Oversee and supervise the daily work of assigned staff; prioritize and assign assignments; verify the work of assigned employees for accuracy, proper work methods, techniques and compliance with applicable standards and specifications.
4. Perform system administration functions; evaluate and test system and network upgrades; install or upgrade in-house or vendor software; install and configure network hardware and software; maintain network connections; perform daily back-ups.
5. Monitor system and database security and performance; identify unauthorized access and potential security risks; participate in projects to enhance security operations.
6. Investigate, analyze, and resolve network and database related problems; resolve compatibility problems; troubleshoot network failures and router problems; recommend and implement changes and improvements.

7. Coordinate system and database related activities with other information systems staff; work with staff to resolve problems.
8. Administer and manage databases to ensure their integrity and continuous operation; fine tune for high availability; monitor processes and determine and implement solutions to user problems; install and upgrade database software and applications; set-up and monitor database security and back-ups.
9. Oversee and coordinate special projects as assigned; assess needs and requirements; develop specifications; write request for proposals and bid specifications; develop priorities for tasks and projects; oversee projects to ensure completion and adherence to specifications; evaluate and select outside professional services as needed.
10. Negotiate contracts with vendors and consultants; coordinate with other departments to ensure contract conforms to City's purchasing ordinance, applicable laws, and is in the best interest of the City.
11. Perform a variety of hardware and software server maintenance functions; create new servers and install operating systems and various applications; keep servers up-to-date with patches and updates; install physical servers and other hardware devices as needed.
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13. Maintain GIS database NSF file systems between servers.
14. Perform system administration functions of assigned systems and databases including monitoring or adding applications, users and devices; run server security procedures and capacity reports.
15. Research and investigate information systems industry techniques and products; evaluate and recommend software and hardware systems and services.
16. Coordinate with software and hardware vendors as well as services consultants on planning issues, price quotes, problem reporting and contracts.
17. Coordinate with other departments in maintaining UNIX and database systems; perform troubleshooting activities and services to users.
18. Perform technical writing duties in the development and production of system documentation, instructional, and procedural manuals.
19. Ensure the operational functionality and efficiency of the City's databases and the applications that access those databases; audit database log files and correct problems; monitor database performance to ensure the performance of the hardware and software meets the requirements of the users and the load placed on the system.
20. Perform back-ups of complex VMware environment including servers and various applications; perform file, application and VM restores as needed; maintain and monitor backup software and storage systems used for backups; install and manage multi node storage systems used for virtual machines, backups, and file storage.
21. Oversee multi-host VMware virtual environment at multiple locations including all virtual machines, VMware hosts, VM storage, and network infrastructure; install and configure new VMware hosts as required; upgrade, patch, and add new hosts as necessary; configure network

switches and VLANs for various networks; monitor VMware infrastructure performance and fix any issues that arise.

22. Provide staff assistance to the Deputy Director/Administrative Services (Information Services); participate on a variety of committees; prepare and present staff reports and other correspondence as appropriate and necessary.
23. Respond to user requests for assistance; develop written procedures for users and Information Services staff detailing how to resolve issues or perform tasks.
24. Serve as back-up for other information services staff 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:

Operations, services and activities of an information services program.
Advanced principles and practices of computer science and information systems.
Advanced principles, practices, methods, and techniques used in the installation, troubleshooting and maintenance of systems, networks, and applications.
Operational characteristics of a variety of computer and network systems, applications, hardware, software, and peripheral equipment.
Advanced principles and practices of database maintenance and administration.
Methods and techniques of installing and maintaining network devices including switches, routers and hubs.
Computer operating systems.
Storage concepts and procedures.
Principles and practices of system security.
Advanced principles and practices of systems analysis, programming and documentation.
Characteristics and limitations of computer systems and related equipment.
Methods and techniques of administering large integrated systems.

Ability to:

Provide support in the implementation and maintenance of information systems, networks, applications, and programs.
Interpret, explain and enforce department policies and procedures.
Operate a variety of information services equipment in a safe and effective manner.
Install, troubleshoot and test network servers, hardware, software, routers, and associated components.
Perform database administration and maintenance duties.
Perform information services system troubleshooting.
Work with computer system vendors.
Analyze, design, program, install and maintain computer systems and related software.
Assist information services system users.
Prepare clear and concise reports.
Work independently in the absence of supervision.
Understand and follow oral and written instructions.
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 sciences, computer science or a related field.

Experience:

Four years of increasingly responsible information services analyst experience including two years of experience at a level comparable to an Information Services Analyst II with the City of Simi Valley.

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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