



Information Technology Analyst III

Class Code:
TBD-CM

COUNTY OF SAN BENITO
Established Date: January, 2022

DEFINITION:

Under direction, to perform a variety of professional, technical, and analytical duties in the operation of enterprise, client/server, and desktop computer systems and networks, including work in the areas of user and systems requirements and analysis, applications development, maintenance, and implementation, computer systems support, network design and maintenance, data/database analysis/administration and network administration. Incumbents will be assigned to work the areas of programming business requirements, networking, data base operating systems or any facet of the County's Information Technology Infrastructure; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

This is the experienced, journey level in the Information Technology Analyst class series. This class is distinguished from Information Technology Analyst I, II by the range of duties that may be assigned and the difficulty of those duties. Incumbents perform a full range of technical and analytical duties related to operation of enterprise, client/server systems, desktop computer systems and networks, network design maintenance and implementation, data/database administration and may act as a team leader. Incumbents are typically responsible for the reliability and availability of multiple system services and may administer a small site alone or assist in the administration of a large system; they are typically responsible for multiple production databases, including backup and recovery support. Contact with customers/users generally pertains to resolving highly challenging and/or high-impact issues.

This is a flexibly staffed series. Flexible staffing refers to positions where the department head has the ability to promote employees from the entry level of a classification to the journey level based on the employee gaining the required experience and knowledge to perform journey level duties and enabling language in a class specification. Flexible staffing is to be used in a class series in which both entry and working level classes are assigned the same kinds of duties with the difference being scope of duties performed, the level of skills required, and the amount of supervision received. The authority for flexibly staffed positions is contained within individual job descriptions. Flexibly staffed positions not budgeted may not be filled unless budget appropriations have been approved prior to the employee's advancement from one level to the next.

REPORTS TO

Information Technology Manager or designee.

CLASSIFICATIONS SUPERVISED

May provide work direction and coordination of Information Technology Analyst I and II.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; lift and move objects weighing up to 50 lbs.; corrected hearing and vision to normal range; verbal communication; use of office equipment, including computer, telephone, calculator, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Work is performed both in an office environment and other County locations; must be willing to travel, as needed, to supported locations; may be required to respond to night and weekend emergency calls; continuous contact with other staff, other agencies and the public.

EXAMPLES OF DUTIES:

(The following is used as a partial description and is not restrictive as to duties required.)

Determines requirements, designs, builds, tests, implements, maintains, and enhances business systems. Develops and implements comprehensive test plans to ensure that systems and programs are tested and debugged.

Determines proper installation parameters for software and hardware, for smooth integration, transition, and efficiency.

Analyzes, detects, identifies, and corrects technical and network related problems and deficiencies.

Monitors and collects data on system performance.

Plans, develops and implements backup and recovery procedures and reliability.

Modifies configurations to improve system performance, security, and user functionality.

Performs hardware set-ups and upgrades. Transports related equipment as necessary.

Installs and supports network server-based applications that may require license management.

Selects database tools based on project needs.

Makes recommendations regarding data access and administration and administers database security.

Writes documentation for system procedures and guidelines.

Participates in development of security standards.

May act as a team leader, provide functional supervision over assigned staff, and/or assign tasks to other staff.

Assists and trains customers.

Other duties as assigned.

TYPICAL QUALIFICATIONS – TRAINING & EXPERIENCE:

Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

A Bachelor's degree from an accredited college or university with major course work in computer science, information systems, or a related field.

AND

Three years of experience in the field of systems engineering, programming, database administration and/or analysis, operating systems, network analysis and/or management or a similar field in a multi-platform information systems environment.

OR

An Associate's degree or completion of a certificate program in computer science that is approved

by San Benito County.

AND

Four years of increasingly responsible experience in the field of business requirements programming analysis, networking, data base management, or administration of computer hardware and software systems.

OR

An Associate's degree in computer science, information systems, business, or a related field.

AND

Two years of responsible experience in designing, programming, analyzing, or administering computer hardware and software systems.

KNOWLEDGE OF / ABILITY TO:

Knowledge of:

Software systems development life cycle.

Principles of computer data processing and structure.

Business system applications.

Principles and techniques of software and systems quality assurance and control.

Principles and practices of technical problem solving.

Team dynamics.

Principles, practices, and techniques of providing customer service.

Design, installation, and maintenance of enterprise, distributed, client/server and desktop computer systems.

Computer operations and facilities

Principles and practices of producing effective project and technical documentation

Programming languages.

Restart and recovery concepts.

Database management systems (DBMS).

Database design.

Database CASE tools.

Related data/file management tools Database utilities.

File and data recovery, reliability and redundancy.

Database security methods and techniques.

Physical control standards and procedures.

Operating System Option.

Fundamentals and concepts of enterprise, distributed, client/server, and desktop computer operating systems.

Computer systems configurations.

Operating system structure, operations and utilities

Logical and physical network design.

LAN/WAN network hardware and software vendors and products.

Data communication concepts and principles.

Internet and Intranet architecture.

Network security policies, techniques, and procedures.

Network documentation, configuration, maintenance, and diagnostic procedures and techniques.
Program design and analysis.
Principles, techniques of programming and policy.
Programming languages and utilities.
Test plan, test case, and test bed development and use.
Definition of technical specifications from user and business requirements.
Business systems analysis.
Business contract issues.
Business planning process.
Service level agreements.
Practices of effective communication of technical issues to user and client community.
User acceptance testing
Create functional and technical specifications for complex networks.
Utilize and recommend appropriate technologies and applications for business needs and problem resolution.
Utilize system commands and processes.
Train users in applications and operating system fundamentals
interpret customer/user requirements and use engineering techniques to design server based infrastructure and database systems.
Interpret data on system usage and develop engineering specifications to support changing service levels.
Implement computer system security standards and requirements.
Utilize system tools such as editors, sniffers, debuggers, and performance logs and monitors.
Utilize the languages, hardware, and tools specific to the assignment(s).
Manage all aspects of user accounts.
Understand and manipulate data structures.
Operate applicable troubleshooting software and analyze server and application/database problems using appropriate analysis tools.
Present technical concepts to technical and non-technical staff.
Modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.

Ability to:

Recognize problems, develop recommendations and solutions, oversee correction within assigned specialty.

Work effectively, independently, and follow through on assignments

Promote and maintain a team environment

Read, interpret, and apply complex technical publications and documentation.

Operate modern office equipment including computer equipment and specialized software applications programs.

Communicate clearly and concisely, both orally and in writing.

Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

SPECIAL REQUIREMENTS:

Possession of, or the ability to obtain, an appropriate a valid California Drivers' License.

Incumbents may be required to work irregular hours and perform on call duties.

All County employees can and will be called upon to act as Disaster Workers when needed.

In the event that an employee changes class, or if requirements are changed after initial appointment, employees may be required to submit to a background investigation.

SUPPLEMENTAL INFORMATION:

The contents of this class specification shall not be construed to constitute any expressed or implied warranty or guarantee, nor shall it constitute a contract of employment. The County of San Benito assumes no responsibility beyond the general accuracy of the document, nor does it assume responsibility for any errors or omissions in the information contained herein. The contents of this specification may be modified or revoked without notice. Terms and conditions of employment are determined through a “meet and confer” process and are subject to the Memorandum of Understanding currently in effect.