CITY OF ALBANY
POSITION DESCRIPTION

INFORMATION SYSTEMS ANALYST

Definition:
Under general supervision, provides broad information systems support to City departments and staff; acts as technical expert; evaluates, recommends, acquires and installs hardware and software; coordinates service, installation and maintenance by vendors; assists in the development and administration of information systems budgets. This position performs a wide range of complex analytical, design, planning, implementation, enhancement and problem resolution tasks on large, complex systems and networks.

Example of Duties:
Duties include, but are not limited to, the following:

❖ Support City staff and departments in the use of personal computers, telecommunication and network hardware and software; troubleshoot hardware and software problems; install computer, telecommunication and network hardware and software.

❖ Assist in the development and implementation of a comprehensive maintenance program for computers, telecommunication and network systems.

❖ Assist in the coordination of information systems activities including upgrades, network use, shared databases, systems services and maintenance.

❖ Analyze information systems needs; make recommendations for acquisitions, modifications and/or applications on a project, department or staff basis.

❖ Train City staff in the use of information systems applications; recommend training programs for specific applications.

❖ Maintain accurate records and documentation; prepare reports as required.

❖ Maintain an inventory of surplus equipment and supplies; dispose of surplus equipment and supplies in accordance with established City policies and procedures.

❖ Research, compile and analyze complex data and problems; provide technical and administrative reports; prepare written correspondence as necessary; provide periodic reports on activities; attend departmental, interdepartmental, project and user group meetings as required.

❖ Troubleshoot and resolve problems on the local and wide area networks, including five remote sites.

❖ Analyze, detect, identify and correct complex systems software or hardware deficiencies.

❖ Determine the proper installation parameters for software and hardware for smooth integration and efficiency in relation to the enterprise system and network.

❖ Minimize the use of scarce natural resources, minimize toxic materials, minimize carbon emissions, and promote healthy behaviors and activities.

Qualifications:
Knowledge of:
❖ Computer, telecommunication and network systems and their business applications.
❖ Trends in information systems technologies relative to City business applications.
Software applications for business usage.
Methods, tools and techniques of systems hardware and software evaluation, implementation, documentation, troubleshooting and repair.
Principles and practices of records management and data storage and retrieval.
Laws and regulations governing computer systems usage and operation.
Effective methods of communication both written and verbal.
Business mathematics.
Methods and practices of budgeting.
Effective methods of training staff in the use of systems hardware and software applications.

Ability to:
Install, maintain and operate personal computers, networks and associated software,
Troubleshoot and determine hardware and software problems.
Prepare clear, concise written documents including staff reports, memos, vendor communications, user procedures, program documentation, etc.
Explain technical information to non-technical personnel.
Organize work, set priorities and meet critical deadlines.
Establish effective communications with those contacted in the course of the work.
Reviewing the work of others including contractors and City staff.

Technical Skills:
In-depth knowledge of Active Directory, Windows Server 2003/2008 R2, Microsoft Exchange, Microsoft Outlook, DHCP, DNS, WSUS, patch management, enterprise class anti-virus software.
Experience in MS SQL, VoIP administration, enterprise backup solutions, external DNS technologies.
Understanding of virtualized environments, NAS, mobile platform support (iOS, Blackberry, Android).
Experience with LAN technologies, topologies and protocols (TCP/IP, OSI Model, SSL, IPSEC, LDAP).

Experience and Education:
Any combination of experience and education that would likely provide the required knowledge, abilities and skills is qualifying. A typical background that would likely provide the required knowledge, abilities and skills would consist of the following:

Experience: At least two years of relevant professional Information Systems experience that demonstrates the knowledge and ability to perform the essential duties. Work experience in a local government environment is desirable.

Education: Coursework in computer information systems, information technology, network administration or related fields.

License: Possession of a valid California Driver’s License.

Special Requirements:
Sufficient strength and coordination for lifting, pushing, pulling and/or carrying the weight of computer systems equipment. Requires bending, stooping and/or crawling in order to install or repair computer systems hardware. Requires hand/eye coordination and manual dexterity for taking apart casings, installing parts and reconnecting computer systems hardware.