

## CITY OF LOMA LINDA INFORMATION SYSTEMS ANALYST I/II

### DEFINITION

Under general direction, provides technical assistance in the coordination and implementation of activities and operations involved in ensuring the accessibility, integrity and security of the City's information systems; performs a variety of complex technical duties involved in the installation, repair, replacement, and maintenance of City's information systems; administers the City's website, creates and maintains new and existing web pages; performs such other related duties as may be assigned.

Systems Analyst I is the trainee level of the series. Incumbents are expected to have some experience in applications programming, and through training and experience to develop skill in systems programming.

Systems Analyst II is the fully qualified working level of systems programmer. Incumbents are expected to identify and resolve independently all but the most complex problems causing abnormal system terminations or response time degradation, and to assist in resolving problems causing a major system failure.

### CLASS CHARACTERISTICS

Incumbents perform a variety of technical tasks and advanced administrative tasks in the maintenance of the City's information systems and design, development, administration and maintenance of the City web site. Systems Analyst I is the trainee level of the series. Incumbents are expected to have some experience in applications programming, and through training and experience to develop skill in systems programming.

### EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

1. Coordinate and perform a variety of work activities and duties relative to City's information systems operations; assist with hardware and software installation and general support.
2. Assist in evaluation, maintenance and troubleshooting of City personal computers; research and evaluate whether problems are hardware or software related and implement corrective solutions.
3. Administer and coordinate user access and control; install, maintain, and delete user users; assign user rights.
4. Orient new users and provide technical support to existing users on the correct operation of personal computers, network communications devices and telephones.

5. Install new or relocate existing PC hardware and software, including connecting hardware to the networks, installing software, transferring data and testing
6. Interface with City departments, other governmental agencies, outside vendors and others as necessary to assist in the management of the various aspects of city information systems technology.
7. Perform preventative maintenance on City's personal computers, network communications devices and telephone system.
8. Coordinate the City website; assist in the design of the site's flow and function, create web pages, design and implement ongoing updates, maintenance, functionality and improvements.
9. Convert and design format for documents to HTML or PDF formats.
10. Evaluate and recommend web technologies to enhance current and future information technologies.
11. Coordinate taping and broadcasting of City Council meetings and rebroadcast of City Council meetings and County Board of Supervisor meetings.
12. Attend and participate in professional and department meetings as necessary; stay current on issues, trends, developments, innovations, equipment and improvements in the field of information systems and web technology; implement improvements as is appropriate.

## QUALIFICATIONS GUIDELINES

### Education and/or Experience

Graduation from high school or G.E.D. equivalent, supplemented by 60 units of college level course work and technical training in database configuration and administration, networking procedures, hardware usage, and software applications procedures. Two years of experience involving the maintenance and repair of microcomputer software, hardware, networking systems and peripheral devices is required.

### Knowledge, Skills, and Abilities

Knowledge of current principles, practices and techniques related to the operation of personal computers, network communication devices and telephone systems; research techniques, methods and procedures; website design and maintenance.

Ability to learn and apply skills necessary to operate, install, maintain, configure and troubleshoot personal computers, network communication devices, telephone systems, and websites; assess, evaluate, and prioritize maintenance and repair requests; prepare and maintain accurate records; communicate effectively; understand and follow verbal and written directions; establish and maintain cooperative working relationships.

### Special Requirements

Possession of or ability to obtain a valid Class C California driver's license and a satisfactory driving record.

Incumbents must pass a medical examination, including drug screen, at time of appointment

Incumbents may be subject to a background check, including fingerprinting, at time of appointment

Incumbent must successfully complete a one-year probationary period.

### WORKING CONDITIONS

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. Occasional lifting up to seventy-five pounds such as files, stack of papers, reference books, and computer components. The position also requires grasping, repetitive hand movement, and fine coordination in preparing reports using a computer keyboard.