

**CITY OF MOUNTAIN VIEW
CLASS SPECIFICATION**

Position Title: Senior Information Technology Analyst	Job Family: 2
General Classification: Management	Job Grade: 35

Definition: Under general supervision of the Principal IT Analyst, Information Technology (IT) Operations Manager, Assistant IT Director, or assigned management staff, performs advanced-level duties and responsibilities in support of the City's network operating systems in a Microsoft and Cisco environment; performs in-house consultation activities, coordination, research, analysis, report writing, training, and coordination in support of potential and actual user department microcomputer applications; revises, upgrades and maintains existing systems; participates in business process reengineering; participates in the design, planning, and execution of infrastructure to support new applications and technologies; performs other related work as required.

Distinguishing Characteristics: The Senior IT Analyst is responsible to develop, install, analyze, evaluate, and maintain related infrastructure systems. Additionally, the Senior IT Analyst possesses high-level technical and specialized network systems expertise as well as provides lead supervision to lower-level IT support classifications. This position is distinguished from the position of IT Operations Manager in that the latter has overall responsibility for the functions and management of assigned staff in the Network/Operations Section. This position is distinguished from the higher-level Principal IT Analyst in that the latter independently manages project timelines, designs and implements the most complex systems, leads larger IT projects, and directly manages/supervises staff.

May exercise technical and functional supervision over technical or clerical personnel.

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

1. Plans, designs, installs, and supports systems of data and telecommunications, and network infrastructure, equipment, servers, and applications to achieve optimum performance; administers network's daily backups, adding or purging files and monitoring various servers for available capacities; administer and coordinate user access and control; install, maintain, and delete users; assign user rights; develop, implement, and maintain system policies and procedures to ensure the accessibility, integrity, and security of the City's data, applications, and computer equipment.
2. Installs, maintains, and troubleshoots a variety of computer, network, and auxiliary equipment, such as servers, routers, switches, and related peripheral equipment.

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3. Assists in designing, deploying, and maintaining Citywide telecommunication system, all hardware and software associated with the system, and configuring and administering the network hardware needed to make the telecommunication system operate properly.
4. Reviews technological network-related needs and recommends appropriate solutions; evaluates and monitors department's business process, cost acquisition of network- and server-related items to obtain the best results; meets budget guidelines and ensures system compatibility.
5. Confers with users regarding operating problems, performs routine troubleshooting, and identifies alternative courses of action; assists users in securing resources and services necessary to resolve problems.
6. Develops and maintains technical system documentation.
7. Develops training materials and provides training to users and other support staff.
8. Provides lead supervision of assigned staff; assists employees with problems and provides recommended solutions; trains assigned staff; and provides input into employee performance evaluations.
9. Prepares periodic reports and summaries as needed; maintains records and departmental equipment inventory; develops and evaluates customer service surveys.
10. Inspects work by employees and vendors, in progress and upon completion, to ensure compliance with standards and specifications; advises customer departments of work in progress, operating problems, and actual or potential delays.
11. Develops security and integrity of network systems to ensure protection from inappropriate access or destruction; designs and executes disaster recovery plans.
12. Coordinates services and monitors terms and agreements provided by vendors and independent contractors.
13. May be assigned to participate on various internal or external committees and/or user groups.
14. Performs other related duties as assigned.

Minimum Qualifications:

Knowledge of: Principles of computer system operations and peripheral components, including systems analysis and development techniques; PC-based servers; operating system principles, microcomputer hardware, application software; end network administration, including current versions of Windows, server, and workstation software; network design, construction, administration, and maintenance; network protocols, including: TCP/IP, DHCP, network operating systems, and data communications; equipment operations and terminology related to information systems, including routers, routing concepts, and router to CSU/DSU cabling requirements; switches and fast Ethernet; Windows OS, Cisco IOS; complex principles and practices of local and wide-area networks management, administration, analysis, design, programming, and maintenance; network software packages, including office automation, word processing, graphics, spreadsheet, and data processing applications and programs; troubleshooting techniques, diagnostics, and repair of network and communication problems; information systems troubleshooting tools and techniques; network administration methods and techniques, including security and network monitoring techniques and best practices; recordkeeping techniques; effective customer service techniques; lead supervision and appropriate methods of employee training and evaluation; disaster recovery and prevention methods and procedures; effective methods of project management; effective methods of communication, including report writing and verbal communication.

Ability to: Organize work and set priorities; exercise sound independent judgment within established guidelines; maintain accurate records and prepare clear, concise, and effective correspondence, reports, and other written materials; install, monitor, modify, and maintain system software and prepare complex computer programs for business applications; read, interpret, and apply information required in policies and procedures, as well as complex technical publications, manuals, and other documents; perform a variety of technical and specialized functions in the operation of computer equipment and related software, configure software to appropriate hardware, work independently with minimal supervision, and use considerable judgment and initiative; collect, analyze, and interpret information and data from a variety of sources; develop sound conclusions, recommendations, and solutions; organize, prioritize, and schedule a variety of assignments; manage all phases of projects of varying degrees of complexity; learn new systems and programs as dictated by future technological advancements and City needs; analyze and document business process; provide support instruction and training to department staff and end users; communicate clearly and concisely, both orally and in writing; provide good customer service; establish and maintain effective working relationships with those contacted in the course of work.

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Experience and Training Guidelines: A combination of relevant experience, education, and training that will satisfy the required minimum qualifications, knowledge, and abilities.

A technology certificate from an accredited college or trade school in information technology, computer applications, web technologies, computer information systems, application development database design, programming, technology project management, or related field and five years of increasingly responsible IT Analyst experience in private-sector or public-sector positions in information technology, including network, systems analysis work and development, system integration, or project management. Experience in a lead or supervisory capacity or completion of the City's supervisory training course is highly desirable.

OR

An associate's degree or have completed 60 semester or 90 quarter units at an accredited college or university in business information systems, computer science, information technology, software information system, or related field and five years of experience in private-sector or public-sector positions in the aforementioned areas. Experience in a lead or supervisory capacity or completion of the City's supervisory training course is highly desirable.

OR

A bachelor's degree or four years of postsecondary education from an accredited college or university with concentration in computer science, information technology, engineering, web science, business information systems, or related field and four years of experience in the aforementioned areas. Experience in a lead or supervisory capacity or completion of the City's supervisory training course is highly desirable.

Required Licenses or Certificates: Valid Class C California Driver License. Certification in use of enterprise applications, including GIS, land management, work order management, and document management systems and a Project Management Professional Certification (PMP) are highly desirable.

Required Licenses or Certificates: Possession of or the ability to obtain a valid California Class C Driver License and maintain a good driving record. Control Systems Engineer (CSE) preferred for SCADA assignment. Advanced technology certifications from Microsoft and Cisco are highly desirable. Certification in use of enterprise applications, including work order management, and document management systems and a Project Management Professional Certification (PMP) are highly desirable.

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Working Conditions: This position may be required to work extended or irregular hours for critical issues. May need to be available for contact after normal business hours.

Established: July 14, 2008

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HRD/CLASS SPECS

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