

**CITY OF MOUNTAIN VIEW
CLASS SPECIFICATION**

Position Title: Information Technology Analyst I/II	Job Family: 2 2
General Classification: Professional	Job Grade: 27 31

Definition: Under general direction, this position administers, implements, analyzes, maintains, and manages computer hardware, software, and database systems in an assigned department or program area; provides technical support to staff; manages and maintains the City’s data network infrastructure, including associated hardware; performs system integration and complex analysis of systems; performs duties as the City’s web specialist; manages and coordinates information system projects within the City; and performs other related work as required.

Distinguishing Characteristics: This classification series provides support in assigned areas of responsibility. Positions may be assigned to operations performing network and system administration as the City’s web specialist or providing application support.

Information Technology Analyst I—This is the entry-level class in the professional Information Technology classification series. This class is distinguished from the Information Technology Analyst II class by the performance of the more routine tasks and duties assigned to the positions within the series. Employees at this level are not expected to perform with the same independence of direction, judgment, or complexity of assignments as are positions allocated to the II level. Since this class is typically used as a training class, employees will have limited related work experience. Incumbents work under immediate supervision while learning job tasks. This class receives general supervision from the IT Applications Manager, IT Operations Manager, Principal IT Analyst, Senior IT Analyst, or assigned management staff.

Information Technology Analyst II—This is the full journey-level class within the professional Information Technology classification series. This class is distinguished from the Information Technology Analyst I by the assignment of the full range of duties and responsibilities. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and they are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by the advancement from the I level. This class receives general supervision from the IT Applications Manager, IT Operations Manager, Principal IT Analyst, Senior IT Analyst, or other department management staff.

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

1. Provide application, website, hardware, and network system support in area of assignment; respond to inquiries for service from staff; resolve operational and service problems.
2. Maintain system program staff files, documentation, and records; update control logs and inventories; prepare system documentation and departmental reports.

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3. Perform data restores as needed and ensure the City complies with the established back-up retention policy.
4. Assist in designing, deploying, and maintaining the Citywide telecommunications systems, all hardware and software associated with the system, and configuring and administering the network hardware needed to make the telecommunications system operate properly.
5. Confer with users regarding operating problems, perform routine troubleshooting, and identify alternative courses of action; assist users in securing resources and services necessary to resolve problems.
6. Research, evaluate, and recommend alternative hardware and software applications and workflow sequence.
7. Install and configure enterprise-level computer software systems; install, maintain, and troubleshoot a variety of computer network and auxiliary equipment, such as servers, router switches, and related peripheral equipment.
8. Provide technical instruction, general training, advice, and support to staff in the use of equipment, procedures, and software; develop and implement training programs; assist customers with analysis of business processes.
9. Perform system administration functions, including regular system backup; identify hardware problems; make minor repairs; correct deficiency in database capacity; configure software and provide documentation; log-ons; passwords; security levels; operating system updates; plan and review site architecture for new website products and features; customize applications; and develop sites based on business requirements and user needs.
10. Program computer applications using various software tools such as Script, report writers, query languages, and software development tools to enhance and/or modify existing applications.
11. Research, evaluate, and recommend enhancements to existing systems and new software products.
12. Review current operational procedures for the purpose of identifying economical and feasible methods of automating workflow.
13. May be assigned to participate on various internal and external committees and/or user groups.
14. Perform other related duties as assigned.

Minimum Qualifications:

Information Technology Analyst I

Knowledge of: Basic principles of computer system operations and peripheral components, including system analysis and development techniques; PC-based servers; operating system principles, microcomputer hardware, and application software; and network administration, including current versions of Windows Server and Workstation software; basic system analysis and development principles, practices, methods, and techniques; functions and operations of various database management systems; basic system architecture and integration constructs; network and computer operating systems as required; network protocols, including: TCP/IP, DHCP, network operating systems, and data communications project management principles and practices; records management systems; network and computer hardware, software, and standards; local and wide-area networks; security systems and procedures; personal computer and network software packages; HTML, CSS, Javascript, and XML; accessibility guidelines; browser/platform issues; PHP, MySQL, and structured query language (SQL); web standards, design principles, work-flow processes, technology trends, online marketing concepts, and web Best Practices; server technology and ftp, http, https, mail, and other related protocols; disaster recovery and prevention methods and procedures; one or more modern programming languages; effective methods of written and verbal communication.

Ability to: Learn and apply all required knowledge as determined of an Information Technology Analyst II; learn and apply applicable laws, ordinances, rules, regulations, policies, and procedures; exercise sound judgment, initiative, and creativity in making decisions; effectively organize and complete projects and assignments in a timely manner; explain highly technical information to nontechnical individuals; analyze and develop functional and technical requirements and specifications; conduct feasibility studies; operate and maintain hardware and software systems; troubleshoot system software, hardware, and user problems; integrate various software applications; gather and compile data; maintain accurate up-to-date records; conduct research and analysis to solve technical and administrative problems and recommend alternatives; gather information and prepare clear and concise reports; perform physical duties of the job; establish and provide good customer service and maintain effective working relationships with those contacted in the course of work.

Information Technology Analyst II

Knowledge of: Principles of computer system operations and peripheral components, including system analysis and development techniques; PC-based servers; operating system principles, microcomputer hardware, application software; and network administration, including current versions of Windows server and workstation software; basic system analysis and development principles, practices, methods and techniques; functions and operations of various database management systems; basic system architecture and integration constructs; network and computer operating systems as required; network

protocols, including: TCP/IP, DHCP, network operating systems and data communications project management principles and practices; complex principles and practices of local and wide-area networks management, administration, analysis, design, programming, and maintenance; records management systems; network and computer hardware, software, and standards; local and wide-area networks; security systems and procedures; personal computer and network software packages; HTML, CSS, Javascript, and XML; accessibility guidelines; browser/platform issues; PHP, MySQL, and structured query language (SQL); web standards, design principles, workflow processes, technology trends, online marketing concepts, and web Best Practices; server technology and ftp, http, https, mail, and other related protocols; disaster recovery and prevention methods and procedures; one or more modern programming languages; effective methods of written and verbal communication.

Ability to: Make sound decisions in accordance with laws, ordinances, rules, regulations, policies, and procedures; exercise sound judgment, initiative, and creativity in making decisions; effectively organize and complete projects and assignments in a timely manner; explain highly technical information to nontechnical individuals; analyze and develop functional and technical requirements and specifications; conduct feasibility studies; operate and maintain hardware and software systems; troubleshoot system software, hardware, and user problems; integrate various software applications; gather and compile data; maintain accurate up-to-date records; conduct research and analysis to solve technical and administrative problems and recommend alternatives; gather information and prepare clear and concise reports; perform physical duties of the job; provide good customer service and establish and maintain effective working relationships with those contacted in the course of work.

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

Information Technology Analyst I

Equivalent to a bachelor's degree from an accredited college or university in computer science or a related field and one year of experience in management information systems within a professional business or municipal environment,

OR

Equivalent to an associate's degree or have completed 60 semester or 90 quarter units at an accredited college or university in business information systems in computer science or related field, plus three years experience in management information systems. Some

assignments may require specialized systems experience such as HTML, CSS, Javascript and XML, PHP, and structured query language (SQL).

OR

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 three years of experience in private-sector or public-sector positions in information technology, including systems analysis work and development, system integration, or project management.

Information Technology Analyst II

Equivalent to a bachelor's degree from an accredited college or university with a degree in computer science or a related field, and two years of progressively responsible experience comparable to that of an Information Technology Analyst I in the City of Mountain View. Some assignments may require specialized systems experience such as HTML, CSS, Javascript and XML, PHP, and structured query language (SQL).

OR

Equivalent to an associate's degree or have completed 60 semester or 90 quarter units at an accredited college or university in business information systems in computer science or related field, plus five years experience in management information systems. Some assignments may require specialized systems experience such as HTML, CSS, Javascript and XML, PHP, and structured query language (SQL).

OR

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 experience in private-sector or public-sector positions in information technology, including systems analysis work and development, system integration, or project management.

Required Licenses or Certificates: Possession of or the ability to obtain a Class C California driver's license and maintain a good driving record. Advanced Microsoft Certification; VMWare Certified Professional (VCP) Certification; CCNP and/or LINUX Certifications are highly desirable.

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

Established: June 27, 2008

Revised: March 2023

HRD/CLASS SPECS

IT Analyst I-II