



MARIN MUNICIPAL WATER DISTRICT

Information Systems Analyst I

DEFINITION

Under immediate supervision of assigned supervisory and management personnel, performs a variety of professional level duties in the activities of Information Systems including computer applications, operating systems, databases, hardware, and department operations; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

Under immediate supervision, provides a wide range of computer support services, including troubleshooting, installation, maintenance and administrative support for District computer hardware software, network systems and peripheral equipment. This is the entry level class in the Information Systems Analyst series. This description is distinguished from the Information Systems Analyst II by the performance of the more routine tasks and duties assigned to positions within the series, including support for the least complex systems. Advancement to the II level is based on demonstrated proficiency in performing the assigned functions, and is at the discretion of higher level supervisory and management staff.

EXAMPLES OF DUTIES

Typical duties may include but are not limited to the following:

- Assist users in resolving daily operational and /or technical problems;
- assists in the technical support for all District Information systems;
- performs operating system tasks as directed; ;
- installs and configures computer hardware and related peripherals;
- installs new application software and upgrades;
- performs data restoration;
- performs minor PC and peripheral repairs;
- performs minor PC application programming;
- creates ad-hoc queries and reports against the District's application databases;
- maintains system and user documentation;
- maintains records of all problems, repairs, and materials used;
- provides backup for the department's Computer Operator position;
- follows applicable safety rules and regulations;
- provides problem definition and troubleshooting assistance;
- assists in the development of standards.

QUALIFICATIONS FOR EMPLOYMENT

Knowledge of:

- Basic theories and applications of computer science;
- basic principles and practices used in Information Systems operations;

- PC hardware and software components;
- basic methods and techniques used in the installation, troubleshooting, and maintenance of Information Systems hardware and software;
- computer system technology and vocabulary;
- proper spelling, grammar, punctuation and writing practices.

Ability to:

- Provide technical support for the implementation and maintenance of Information Systems hardware and software;
- respond to and identify user needs and help determine resolutions;
- learn to detect, isolate, and help resolve application, operating system, database, or hardware problems;
- learn to analyze and assess the technological needs of District departments;
- learn to recommend appropriate technology to meet client needs;
- understand and carry out oral and written instructions and keep accurate records;
- communicate clearly and concisely, both orally and in writing;
- establish and maintain effective working relationships with those contacted in the course of work;
- depending upon job assignment, drive vehicle;
- travel to alternative work locations and offsite meetings.

Training and Experience: Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

- Graduation from college with a four-year degree in computer science or related field; and,
- one year of experience providing technical support of computer hardware and software and installation, maintenance, and repair of computer hardware and software; or
- graduation from college with a two-year degree in computer science or related field; and
- two years of experience providing technical support of computer hardware and software, installation, maintenance, and repair of computer hardware and software.

OTHER REQUIREMENTS

- Per California Government Code, Title 1, Division 4, Chapter 8, Section 3100 "all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law."
- Willingness to work varying shifts when filling in for Computer Operator.

LICENSES AND/OR CERTIFICATIONS

- Depending upon assignment, possession of or the ability to obtain an appropriate California driver's license issued by the State Department of Motor Vehicles and satisfactory driving record.

PHYSICAL DEMANDS AND WORKING CONDITIONS

During the course of performing job duties the employee will need the mobility to work in a standard office setting, use standard office equipment such as a personal computer, word processing and data base software, calculator, a copy and/or fax machine; enter and retrieve data from personal computers and terminals via keyboards which is often performed while sitting for extended periods

of time; operate office equipment requiring repetitive arm/hand movement and/or the coordinated movement of more than one limb simultaneously. The employee frequently stands, walks, bends at neck and waists, twists at neck and waist, uses repetitive hand movement, uses simple and power grasping with both hands, uses fine manipulation of both hands and fingers, and may require use of the arms above the shoulder, climb or balance; stoop, kneel or crouch. This position requires that the employee demonstrate adequate hearing and speech to converse in person and over the telephone, and vision to read printed materials and use a computer screen. The employee is occasionally required to lift and carry short distances objects such as reams of copier paper, office supplies, files, books, printed materials and other packages weighing up to 50 pounds.

The noise level in the work environment is quiet to moderate noise. Position may require the ability to work overtime and weekends as needed.

Employees who drive on District business to carry out job-related duties must possess a California driver's license for the class of vehicle driven and meet automobile insurability requirements of the District including review of a recent DMV history. In order to drive, individuals must be physically capable of operating the vehicles and equipment safely.

To be successful in this job, an individual must be able to satisfactorily perform each of the listed duties. These duties are representative of the knowledge, skill and/or ability required for the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the duties and functions of the position. Requests for reasonable accommodation should be directed to the Human Resources Manager.

Established: April 2000
Revised: October 2008
Approved by: Human Resources Manager