



Information Systems Analyst II

DEFINITION

Under general 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 general 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 journey-level class in the Information Systems Analyst series. This classification should have expertise in at least one work assignment area. This description is distinguished from the Information Systems Analyst III in that the latter performs the most complex tasks and duties assigned to the positions within the series, including support, project management, and lead work for the most complex systems. Advancement to the Senior Systems Analyst level is based on current District need, and demonstrated proficiency by passing a District test (or certain industry standard tests) designed to measure advanced level skills specific to assigned work areas.

EXAMPLES OF DUTIES

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

- Assist users in resolving daily operational and /or technical problems;
- provides administrative and technical support for District information systems;
- installs and maintains operating systems security, login procedures, backups and restores;
- installs, configures, and facilitates repair for computer hardware and related peripherals;
- installs new application software and upgrades;
- performs application programming;
- establishes and maintains reports against the District's application database;
- develops and maintains system and user documentation and procedures;
- maintains records of all problems, solutions, and resources used;
- provides problem definition and troubleshooting;
- develops and maintains standards
- follows applicable safety rules and regulations;
- analyzes user requirements, designs, and develops solutions;
- prepares reports and correspondence;
- trains operations personnel and users in the use of application programs;
- evaluates and recommends products and determines compatibility with existing systems;
- integrates current and planned computer systems;
- consults with others to verify data accuracy and availability.

QUALIFICATIONS FOR EMPLOYMENT

Knowledge of:

- Theories and applications of computer science;
- principles and practices used in Information Systems operations;
- PC hardware and software components;
- methods and techniques used in the installation, troubleshooting, and maintenance of Information Systems hardware and software;
- operational characteristics of a variety of computer platforms and operating systems;
- expertise on at least one work assignment area;
- 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;
- detect, isolate, and help resolve application, operating system, database, or hardware problems;
- analyze and assess the technological needs of District departments;
- recommend appropriate technology to meet client needs;
- learn methods and techniques of system design, development and implementation;
- 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 a 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,
- Three years of increasingly responsible experience providing support of computer applications, operating systems, hardware, databases, and end users.
OR
- Graduation from college with a two-year degree in computer science or related field; and,
- Four years of increasingly responsible experience providing support of computer applications and end users.

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

- 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