

CITY OF MILWAUKIE

CLASSIFICATION: INFORMATION SYSTEMS ANALYST I

Department: Information Systems Technology (IST) Grade Number: 12 (62) FLSA: Non – exempt
Location: Public Safety Building Union: AFSCME EEO Category: 3 - Technician

DESCRIPTION:

The Information Systems Analyst I performs a variety of technical tasks related to the installation, maintenance and management of information systems hardware and software. This position diagnoses and resolves computer hardware and software problems, which mainly includes the Microsoft operating systems, the Microsoft office professional suite and the Microsoft BackOffice products (i.e. exchange, SQL and internet information servers). The IS Analyst I assists with the development, maintenance and publishing of information to the City's Internet and Intranet websites. A primary function of this position is to provide Help Desk support troubleshooting user difficulties. Most contacts are within the organization. This position reports to the IST Director however the position may receive some daily task direction from the IS Analyst II. This position is distinct from the IS Analyst II position, in that the problems are more user operating system issues of less complex nature.

DUTIES AND RESPONSIBILITIES:

(Tasks listed are intended to be descriptive and not restrictive. An employee in this classification may perform any of the tasks listed; however, these examples do not include all the tasks that an employee may be expected to perform.)

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Assists in the evaluation, installation, configuration and maintenance of system hardware and software; including operating systems and application software, system upgrades, workstations, printers, network cards, NICs, faxes, and data communication lines; develops and documents hardware and software installation processes for IST staff.
2. Evaluates and assesses user needs and problems.
3. Provides technical assistance to system users in accordance with applicable information systems policies, procedures, methods and techniques.
4. Investigates system functionality complaints from users; resolves production problems.
5. Diagnoses and resolves computer hardware and software problems; troubleshoots server and network problems as required.
6. Conducts analysis of defined computer information system problems and develops feasible solutions to specific problems in accordance with computer industry standards and technology on a limited basis.
7. Provides support for the operation of systems or programs developed for various departments and agencies.
8. Assists in the development of computer system specifications and criteria for proposed solutions to information system problems or for distinct portions of larger information systems projects.
9. Assists in the development of general and detailed logic or flow charts from general program specifications.
10. Investigates and resolves production problems.
11. Prepares training materials; provides system training and technical support for users.
12. Distributes information regarding system changes or enhancements.

INFORMATION SYSTEMS ANALYST I

PAGE 2 OF 5

13. Prepares training materials.
14. Performs systems administration tasks including establishing and maintaining user accounts for the network, Internet e-mail, business-specific software, and dial up access as required.
15. Coordinates maintenance and repair with information systems staff, vendors and partner agencies.
16. Assists with development, maintenance and publishing of information to City's Internet and Intranet websites; responds to public requests for information from City's websites.
17. As assigned, performs database administration duties; assists in planning, designing and implementing and troubleshooting databases; maintains database security and user access.
18. As assigned, serves as project lead over all aspects of assigned information systems or telecommunication system projects.
19. Evaluates and assesses client needs; identifies and allocates resources including staff, equipment and materials.
20. Reviews and assists in the evaluation of new software and tools related to web development.
21. Maintains positive public relations with customers and is responsive to customer needs.
22. Develops safe work habits and contributes to the safety of self, co-workers and the general public.
23. Performs other duties as required.

JOB SPECIFICATIONS:

(Job preparation and prior work experience requirements are minimum standards. Other equivalent combinations of education, training and experience will be considered.)

1. Job Preparation:

a) Education:

- i) Associate's degree in computer science or a related field from an accredited college or university; or
- ii) Any equivalent combination of education and experience.

b) Training:

- i) Desirable to possess NT System Administration, Microsoft Certified Systems Engineer (MCSE), Microsoft Certified Systems Administrator (MCSA), Microsoft Certified Professional (MCP), or related training.

2. Prior Experience:

a) Work Experience:

- i) Requires at least two (2) years experience in computer or customer service; or
- ii) Any combination of education and experience.

b) Necessary Knowledge, Skills and Abilities

- i) Considerable knowledge of installation and administration of Microsoft operating systems for workstations, administration of user accounts, groups, roaming profiles, shared resources, permissions, etc. and the Microsoft Office Professional Suite.
- ii) Knowledge of Veritas Backup Exec, Exchange Server, MS Internet Information Server, SQL Server, DHCP, WINS, DNS and other email and network related software.
- iii) Knowledge of networking systems, architectures, and protocols used on Microsoft and Windows operating systems including TCP/IP.
- iv) Knowledge of principles and procedures of quality assurance and security related to computer information systems or telecommunication systems, methods and techniques of file manipulation and data validation.

INFORMATION SYSTEMS ANALYST I

PAGE 3 OF 5

- v) Desirable to have knowledge of the uses and capabilities of data processing hardware, software and telecommunications used in City departments and outside agencies.
- vi) Ability to operate the telephone, servers, workstations, laptops, printers, faxes, modems, projectors, routers, switches, hubs, and DSU/CSU.
- vii) Ability to communicate complex technical information to both subject matter experts and laypersons in a professional and understandable manner.
- viii) Ability to use accepted troubleshooting, analytical, problem solving, and follow-through techniques.
- ix) Ability to attend meetings or perform assignments at locations outside the office within established timeframes.
- x) Ability to prepare and analyze complex reports; ability to perform advance math.
- xi) Ability to establish and maintain effective working relationships.
- xii) Ability to work as a team member.
- xiii) Ability to perform the essential functions of the job.

3. Special Requirements:

- a) Must possess, or be able to obtain by time of hire, a valid Oregon or Washington State Driver's License.
- b) Must be able to pass City's security clearance standards, including review of driving record.

4. Tools and Equipment Used:

- a) Computers and printers, fax machines and copy machines; Computer software including Microsoft based word-processing, spreadsheet, and data base and telephones.

1. Supervision:

- a) This is not a supervisor position.
- b) Works under the general direction of the IST Director.

6. Communications:

- a) Requires frequent communication with others to solve technical problems and translate technical information.
- b) Frequent complex and confidential communication with vendors.

7. Cognitive Functions:

- a) Work is performed under general direction of the IST Director often with tight deadlines.
- b) Incumbent will have significant control over performance of the work.
- c) Guidelines consist of city codes and regulations, departmental policies and procedures, user system specifications and technical standards and manuals.

8. Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- a) Work is performed mostly in office settings with extensive computer workstation inflexibility. Frequent travel between City locations is required.
- b) Occasionally required to access awkward or small crawl spaces to reach computer terminals etc.
- c) Frequently must utilize small hand tools in awkward hard to reach locations.
- d) May be required to lift up to 50 pounds.

INFORMATION SYSTEMS ANALYST I

PAGE 4 OF 5

- e) Frequently must look at and access information from video display terminal.
 - f) Occasional evening and weekend work to maintain operating systems.
 - g) Frequent interruptions while working on technical information. Must adapt with minimal or no advance notice to changes in priorities.
9. **Resource Accountability:**
- a) May make budgetary recommendations and partially accountable for control of limited capital assets.
 - b) May make recommendations concerning software and hardware purchases.

The job classification description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Drafted:

Adopted: 07/05/01

Revised: 11/30/04