

CITY OF MILWAUKIE

CLASSIFICATION: INFORMATION SYSTEMS ANALYST II

Department: Information Systems Technology (IST) Grade Number: 15 (65) FLSA: Non-exempt
Location: Public Safety Building Union: AFSCME EEO Category: 3 - Technician

DESCRIPTION:

The Information Systems Analyst II performs a variety of systems and network administrative tasks related to the planning, installation, maintenance and management of information systems hardware and software. This position is largely responsible for the implementation, configuration, and maintenance of computer hardware and software, which mainly includes the Microsoft operating systems, the Microsoft Office Professional Suite and the Microsoft BackOffice product suite (i.e. Exchange, SQL and Internet Information Servers). Most contacts are within the organization and with vendors. This position reports to the IST Director. This position is distinct from the IS Analyst I position in that it performs a higher level of network administration duties.

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 which an employee may be expected to perform.)

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Evaluates, recommends, installs, configures and maintains system hardware and software; including operating systems and application software, system upgrades, network printers and data communication lines; develops and documents hardware and software installation processes for IST staff.
2. Investigates system functionality complaints from users; diagnoses and resolves advanced computer hardware and software problems.
3. Conducts analysis of defined computer information system problems and develops feasible solutions to specific problems in accordance with computer industry standards and technology. The work affects the operation of systems or programs developed for various departments and agencies.
4. Develops computer system specifications for proposed solutions to information system problems or for distinct portions of larger information systems projects. Develops general and detailed logic or flow charts from general program specifications. Investigates and resolves production problems. May confer with end-users to determine feasible data processing solutions.
5. Performs systems and network administration tasks to include maintaining file servers, monitoring network performance; troubleshooting network problems; coordinating maintenance and repair with information systems staff, vendors and partner agencies.
6. Provides system training and technical support for users, in accordance with applicable information systems policies, procedures, methods and techniques; distributes information regarding system changes or enhancements; assists in preparing training materials.

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7. Attends and participates in technical conferences, seminars and outside user groups to keep abreast of changes in technology.
8. Performs database administration duties; provides support in planning, designing and implementing databases; maintains database security and user access; designs, creates and maintains physical objects including tables, files, libraries and indexes to support computer applications using database management systems; monitors database performance and troubleshoots problems; monitors and maintains space allocation for databases and files.
9. Serves as project lead over all aspects of assigned information systems or telecommunication system projects; evaluates and assesses client needs; identifies and allocates resources including staff, equipment and materials; sets project priorities, goals and objectives.
10. Reviews and assists in the evaluation of new software and tools related to web development.
11. Participates in meetings with department and agency representatives.
12. Assists Information Systems and Technology Director with preparation of budgetary documents.
13. Prepares purchase order requests; tracks computer-related equipment and software in purchase order system as requested.
14. Maintains positive public relations with customers and is responsive to customer needs.
15. Develops safe work habits and contributes to the safety of self, co-workers and the general public.
16. 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) Bachelor'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 Microsoft Certified Systems Engineer (MCSE), Microsoft Certified Systems Administrator (MCSA), Microsoft Certified Professional (MCP), Cisco Certified Network Administrator (CCNA) or Cisco Certified Design Associate (CCDA).

2. Prior Experience:

a) Work Experience:

- i) Minimum of three (3) related work experience; or
- ii) Any equivalent combination of education and experience.

b) Necessary Knowledge, Skills and Abilities:

- i) Advanced knowledge of installation and administration of Microsoft (MS) Server operating systems, Veritas Backup Exec, MS Office Professional Suite, MS Exchange Server, MS Internet Information Server, MS SQL, DHCP, WINS, DNS and other email and network related software and services.
- ii) Advanced knowledge of the administration of user accounts, groups, policies, profiles, shared resources, permissions, etc. automation and computerized

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- financial application.
- iii) Advanced knowledge of networking systems, architectures, and protocols used on MS 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.
- v) Knowledge of the software tools and concepts, methods and techniques used in developing computer applications, such as database structures, various fourth-generation languages, application generators and job control language.
- vi) Knowledge of the uses and capabilities of data processing hardware, software and telecommunications used in City departments and outside agencies.
- vii) Skill in operating and maintaining the following tools and equipment: telephones, server platforms, printers, routers, switches, hubs, UPS, wiring, faxes, and projectors, etc.
- viii) Skill in troubleshooting and analytical problem solving.
- ix) Ability to communicate complex technical information to both subject matter experts and lay persons in a professional and understandable manner.
- x) Ability to prepare and analyze complex reports.
- xi) Ability to perform advance math.
- xii) Ability to plan and maintain efficient and effective complex computer systems in a distributed client/server environment; perform basic programming; develop, recommend, implement, install troubleshoot and upgrade City information or telecommunications systems hardware and software including but not limited to PC, server, router, switches, and GIS systems in a distributed client/server environment.
- xiii) Ability to detect, isolate and resolve information or telecommunication system problems and analyze and assess the technology needs of City departments.
- xiv) Ability to establish and maintain effective working relationships.
- xv) Ability to work as a team member.
- xvi) 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 a review of the 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.

5. **Supervision:**

- a) This is not a supervisor position; however position provides some work direction to IS Analyst I in a lead worker capacity.
- b) Works under the general direction of the IST Director.

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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) Employee has significant latitude to exercise creativity and resourcefulness in order to address new or unique situations.
- d) 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 in order 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.
- 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.

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