

Classification Title: Information/Technology Analyst

FLSA Status: Exempt

BRIEF DESCRIPTION: Plans and performs technical activities, which modify and enhance systems, technology, equipment and/or software to meet user business needs and requirements. Consults with departments on issues and recommends or modifies hardware and software. Ensures the security and integrity of user applications and maintains system inventories. Provides management of systems, technology, equipment, and/or software in accordance with best practices.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

S Sedentary	L Light	M Medium	H Heavy	V Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	S	Administers database, software, hardware, and/or networking assessment, design, creation and implementation. Researches systems and designs and discusses with departments to ensure programs meet departmental needs. Research and recommends budget items for assigned work group and assigned projects.
2	S	Monitors network, equipment, software, and/or database performance and performs related tuning activities. Establishes work plans in conjunction with users or departments. Provides technical expertise and support. Troubleshoots hardware and software problems. Performs initial installation/configuration/coding work for projects and initiatives.
3	S	Deploys new applications, equipment, and/or systems and monitors capabilities and use. Creates backups, security monitoring systems, and installs patches and related information to maintain data integrity.
4	S	Upgrades servers and systems in accordance with user needs and requirements. Performs routine maintenance.
5	S	Researches and corrects application problems, including debugging, researching errors and running utilities to determine whether problems are hardware or software related. Documents user data and requests.

#	Code	Essential Functions
6	S	<p>Plans and performs technical activities, which modify and enhance systems, technology, equipment and/or software to meet user business needs and requirements.</p> <p>Maintains working relationships with vendors, monitors their contracts, and ensures compliance with all provisions.</p> <p>Works with vendors in researching and recommending new products and troubleshooting software problems or questions.</p>
7	S	<p>Facilitates meetings with departments and users to improve or maintain service levels. May manage staff resources for an assigned project. Manages projects as assigned</p>

CLASSIFICATION REQUIREMENTS:

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Education	Bachelor’s degree in Computer Science, Business Administration or related field.
Experience	Three years of experience in complex information systems analysis.
Equivalent Education & Experience Accepted?	Yes
Certification and Other Requirements	None
Reading	Advanced
Math	Advanced
Writing	Intermediate
Managerial	Receives Limited Direction.
Budget Responsibility	Prepares documents and does research to justify language used in documents for a department. May recommend budget allocations.
Supervisory / Organizational Control	Work requires functioning as a lead worker performing essentially the same work as those directed and includes overseeing work quality, training, instructing, and scheduling work.
Interpersonal / Human Relations Skills	Work requires frequent and regular contact with others in a direct reporting relationship and may involve contact with others outside of the direct reporting relationship. The purpose of the contact is to address specific issues and/or general policies. Contact may involve support of controversial positions or the negotiation of sensitive issues.

OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary	X	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.		Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Copiers, fax machines, computers, printers and related software

PRIMARY WORK LOCATION	
X Office Environment	Shop
Clinic	Vehicle
Recreation Centers/Neighborhood Centers	Warehouse
Outdoors (see 1 below)	Other (see 2 below)

(1) N/A

(2) N/A

PROTECTIVE EQUIPMENT REQUIRED:

None.