INFORMATION SYSTEMS ANALYST III

DEFINITION

Under general direction, performs a variety of complex professional technical and analytical duties in the design, oversight, coordination and operation of multiple automation systems; oversees and may supervise technology projects, including the more technically difficult assignments; may perform leads (professional, technical and clerical staff) duties and related duties as assigned.

DISTINGUISHING CHARACTERISTICS

The Information Systems Analyst III is the advanced journey/lead class in the Information Systems Analyst series. Employees in this class are expected to be technically proficient in performing their assigned duties at a high level of independence and under minimal supervision. The incumbent may serve as a lead worker while also performing the more complex and difficult professional work.

Duties require an advanced understanding of analytical procedures and processes and require knowledge and experience pertaining to a specialized technology area. Such as database, operating system, desktop, networking, and programming.

This class is distinguished from the lower level class of Information System Analyst I/II as the latter is the entry/journey level class in the series where incumbents perform professional duties and do not have lead worker responsibilities.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Oversees and coordinates the planning, development and use of the department's information systems and services, including enterprise, client/server, desktop computer systems, networks and telecommunications networks.

May lead, oversees and coordinate the planning, development and use of the County/department information systems and services.

Analyzes, detects, identifies and corrects technical problems and deficiencies.

Interprets county, state, and federal regulations to determine impact on assigned system functions; develops system modifications to ensure compliance with regulations.

Provides end users with support for applications, systems, and databases.
Monitors and collects data on system performance.

Information System Analyst III
Rev.- 03/12/06   M.O. #6-3/21/06
Rev.- 02/11/07   M.O. #22-2/6/07
Rev.- 07/01/07   M.O. #22-2/6/07
Rev.- 01/13/08   M.O. #22-2/6/07
Rev.- 07/13/08   M.O. #22-2/6/07
Rev.- 07/01/11   M.O. #11-7/5/11
Rev.-6/17/14   M.0.#22c-6/17/14

Participates in developing, implementing, and coordinating operating policies and procedures related to the department's automated system.

Consults with and advises staff and users on technical problems, legal and system requirements, and county policies and procedures that impact operation of the computer system; solves system problems; tracks reported problems through resolution.

Authorizes system access to users.

Confers with users to assess computer system needs, including software and hardware, network enhancements, connectivity, etc. and makes recommendations to management regarding purchases.

Assists in planning for expansion and utilization of the computer infrastructure on a departmental level.

Performs related duties as assigned.

Network/Server Administration Option (In addition to the general duties):

Manages complex data communication network that links multiple computers and users, and also manages servers.

Installs, configures and troubleshoots networked equipment including hardware, software and peripheral equipment.

Evaluates and tests system and network upgrades.

Monitors network traffic, performance and security and recommends changes to enhance services.

Investigates, analyzes and resolves complex network related problems.

Performs network administration, adding, modifying and removing user profiles and related permissions.

Plans and coordinates the relocation of network resources and infrastructure.

Designs, installs, configures and supports interconnectivity between a variety of electronic systems.

Application/System Option (In addition to the general duties):

Analyzes client information regarding business requirements and recommends technology solutions.

Designs, develops, tests, builds, implements, maintains and enhances complex computer application systems that perform automated business processes to meet departmental needs.

Prepares specifications.

Designs logic flow diagrams, screens, file structures, reports, forms and menus.

Performs quality assurance tasks.

Tests and de-bugs application.

Develops technical documents, including procedures.

Provides training on new application systems to users.

Programming/Database Option (In addition to the general duties):

Provides highly complex programming for financial systems and programs.

Codes and/or tests programs and resolves related problems in small and medium-sized systems;

Analyzes, detects, identifies and corrects technical problems and deficiencies;

Maintains various tables to ensure that software functionality meets organizational and legislated policies and procedures.

Identifies functional requirements for enhancement of existing systems

Plans, determines requirements, designs, builds, tests, implements, maintains and enhances complex business systems; participates in developing data migration/conversion techniques for system(s) conversions or upgrades.

QUALIFICATIONS:

Knowledge of:

All Options

Software systems development life cycle.

Principles of computer data processing.

Business system applications.

Principles and techniques of software and systems quality assurance and control.

Principles and practices of leadership and mentoring.

Principles and practices of technical problem solving.

Principles, processes, techniques of project management and related software.

Methods of long term technology assessment and deployment.

Team dynamics and team building.

Principles, practices and techniques of providing customer service.

Design, installation and maintenance of enterprise, distributed, client/server and desktop computer systems.

Computer operations and facilities.

Principles and practices of producing effective project and technical documentation.

Programming languages and job control language.

Restart and recovery concepts.

Application/System Option

Application/operating system and equipment installation, administration and   maintenance

Testing and de-bugging applications

Designing, developing, testing, and building applications

Enforce system security access through account, directory, etc.

Troubleshoot application/system problems and develop appropriate solutions.

Networking/Server Option

Logical and physical network design.

LAN/WAN network hardware and software vendors and products.

Data communication concepts and principles.

Internet and Intranet architecture.

Network security policies, techniques and procedures.

Network documentation, configuration, maintenance and diagnostic procedures and techniques.

Fundamentals and concepts of enterprise, distributed, client/server and desktop computer operating systems.

Computer systems configurations.

Operating system structure, operations and utilities.

Programming/Database Option

Systems and program design and analysis.

Principles and techniques of programming.

Programming languages and utilities.

Database design

File and data recovery

Form, screen, and report design techniques.

Test plan, test case and test bed development and use.

Database security methods and techniques

Ability to:

All Options

Analyze and develop logical solutions and alternatives to problems.

Coordinate and facilitate work with others.

Provide training to other in work procedures.

Adapt to and plan for changes in assignment and in the work environment.

Work cooperatively and effectively with staff, customers, vendors and the public.

Evaluate and interpret automated information systems from a user perspective.

Recognize problems, develop recommendations and solutions, and oversee correction within assigned specialty.

Communicate orally and in writing.

Understand highly complex information technology systems and issues

Integrate information technology systems.

Read and comprehend written material on a wide variety of technical subjects.

Organize work, set priorities, meet critical deadlines and follow up on assignments with a minimum of direction.

Maintain confidentiality of information.

EXPERIENCE AND TRAINING GUIDELINES:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

One (1) year of professional experience as an Information System Analyst II in Glenn County

OR

Three (3) years of full-time experience in the fields of database administration, systems analysis, programming, application systems, network analysis, and/or a similar field. At least two of the three years of experience must be in the specific area recruiting for.

Training:

A Bachelor's degree from an accredited college or university in Information Technology, or a closely related field.

WORKING CONDITIONS

Mobility - Frequent use of keyboards; frequent sitting, standing or walking for long periods; occasional pushing/pulling, bending, squatting and crawling; driving.

Lifting - Frequently 5-30 pounds; occasionally 70 pounds or less.

Vision - Constant use of good overall vision; frequent reading/close-up work; occasional color, depth and peripheral vision.

Dexterity - Frequent repetitive motion; frequent writing; frequent grasping, holding, reaching.

Hearing/Talking - Frequent talking/hearing in person and on the telephone.

Emotional/Psychological - Frequent decision making and concentration; frequent public contact; occasional working alone, working nights and traveling.

Environmental - Frequent exposure to noise.

Classification Code:	4656000
Bargaining Unit:	10
FLSA Status:	Y
Workers' Compensation Code:	8810
Pay Table:	CNTY
Range:	415