INFORMATION SYSTEMS ANALYST I/II

DEFINITION

Performs a variety of professional, technical and analytical duties in the design, oversight, coordination and operation of a department's automation system, including enterprise, client/server and desktop systems and networks. Duties include work in the areas of user and system requirements analysis, network administration and maintenance, and/or applications development and maintenance. The Information Systems Analyst uses technical knowledge and analytical skills to determine, design, and implement necessary changes to the Department's information systems, including enterprise, client/server and desktop systems and networks.

DISTINGUISHING CHARACTERISTICS

Information Systems Analyst I is the entry/trainee level in the Information Systems Analyst series. Employees in this class work under close supervision, receive in-service training, and are given detailed instructions in the performance of duties related to designing, overseeing and coordinating a department's information systems. As requisite skills and knowledge are developed, greater independence is exercised and employees are expected to perform increasingly responsible and difficult assignments.

Information Systems Analyst II is the full working journey level 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 under minimal supervision. Positions in this class are flexibly staffed and are normally filled by advancement from the I level, or when filled from the outside, require prior experience.

WORK PERFORMED

TYPICAL DUTIES- Duties may include, but are not limited to, the following. For Information Systems Analyst I, duties are performed at the trainee level.

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

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

Installs and integrates computer software and hardware.

Performs second-level help desk activities, providing more complex technical support on system software and hardware.

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

Monitors and collects data on system performance.

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

Information System Analyst I-II

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 the 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 Development 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 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.

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Provides training on new application systems to users.

QUALIFICATIONS:

Knowledge of:
Operation of various types of computer and peripheral equipment.

Principles, procedures, techniques, nomenclature, and operation of computer systems.

Computer equipment maintenance procedures, hardware configurations, and operating principles.

Capabilities, limitations, characteristics, and uses of computer information systems, related hardware, various software application programs and operating systems.

Telecommunications and networking equipment, maintenance procedures, hardware and software configurations, and operating principles.

Techniques of personal and group instruction and training.

Procedures necessary to maintain the integrity and security of data in the automated system.

Principles and practices of technical problem solving.

Business system applications.

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

Logical and physical network design.

Standard networking concepts and practices, including server/networking administration. Networking
equipment, switches, routers, internet protocols, firewalls.

Data communication concepts and principles.

Network security policies, techniques and procedures.

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

Application Development Option (In addition to the general knowledge).

Business system analysis.

Database applications.

Principles and practices of database development.

Programming languages.

Ability to:

Evaluate and interpret automated information systems from a user perspective.

Analyze departmental data system needs and requirements; identify goals and objectives, and problems; examine alternatives; develop conclusions and recommendations; and implement solutions.

Prepare clear and concise reports, documentation, and other written materials.

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.

Establish and maintain effective working relationships with all persons contacted during the course of work, including clients, users and senior managers.

Maintain confidentiality of information.

Communicate clearly and concisely, both orally and in writing.

EXPERIENCE AND TRAINING GUIDELINES:

Information Systems Analyst I:

1. Equivalent to an Associate's Degree or completion of an approved certificate program in computer science, information systems technology, management information systems or a related field.

2. One (1) year of full-time experience analyzing, installing, maintaining and troubleshooting computer hardware, software and network devices, which includes working in a helpdesk or support environment and interfacing with client/staff. (Additional qualifying experience can be substituted for the educational requirement on a year-for-year basis).

OR

One (1) year of full-time experience in the design, oversight, coordination and operation of a department's automation system; which includes professional experience in network/server administration or application development.

Information Systems Analyst II:

1. Equivalent to an Associate's Degree or completion of an approved certificate program in computer science, information systems technology, management information systems or a related

field.

2.   One year of experience working as an Information Systems Analyst I in Glenn County.

OR

Two (2) years of full-time experience analyzing, installing, maintaining and troubleshooting computer hardware, software and network devices, which includes working in a helpdesk or support environment and interfacing with client/staff. (Additional qualifying experience can be substituted for the educational requirement on a year-for-year basis).

OR

Two (2) years of full-time experience in the design, oversight, coordination and operation of a department's automation system; which includes professional experience in network/server administration or application development.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various County sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects, up to 75 pounds occasionally and up to 50 pounds frequently, as necessary to perform job functions.

WORKING CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. Employees may be required to work on evenings, weekends, and holidays.

	Info, Systems Analyst I	Info, Systems Analyst II
Classification Code:	7635000	4645000
Bargaining Unit:	40	40
FLSA Status:	Y	Y
Workers' Compensation Code:	8810	8810
Pay Table:	CNTY	CNTY
Range:	371	386

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