

IT (INFORMATION TECHNOLOGY) ANALYST I

JOB DESCRIPTION

Classification Responsibilities: An IT (Information Technology) Analyst I performs skilled technical assistance in the areas of Help Desk and Service Desk, Security, Desktop & Mobile Services and Unified Communications, Applications & Web Development, and GIS (Geographic Information Systems). Common responsibilities and skills include participating in small teams on assignments to accomplish project goals. This class is responsible for positively and actively participating in team training and demonstrating team skills learned by applying and reinforcing team principles in daily work with functional teams.

An IT Analyst I assists in fulfilling service requests and performing requested service support under supervision. This class performs basic diagnostics and troubleshooting in support of designated applications and infrastructure platforms. Communicates and translates technical information, training, and instructions to ensure understanding across diverse audiences. The IT Analyst I is expected to have an good understanding of one or more of the technologies supported, and follows general direction in support of these technologies.

Common duties include: performing work or assisting with configuration, testing, and resolution of problems for systems; assessing, troubleshooting, and following established guidelines in escalation of hardware, software, and network problems; initiating and/or maintaining Incident Reports (IRs) using an online incident management system; processing and completing service requests; installing and supporting hardware and/or software; preparing or updating system documentation; assisting in developing and analyzing data for planning and problem resolution; and implementing, maintaining, and/or monitoring operating systems and their related subsystems. This includes participating in projects and activities related to City computer systems, data, and infrastructure and supporting computing processes, hardware, and/or software. Ensures all work is done in alignment with City and IT long-term strategies. This class is also responsible for performing related duties as required.

Distinguishing Features: This class is distinguished from an IT Analyst II by the latter's increased responsibility for performing, with limited supervision, skilled, specialized work in one or more of the technical support areas, and increased routine customer interaction. The IT Analyst I class is distinguished from the IT Technician II by the increased responsibility; more customer interaction, autonomy of duties performed, and project participation under close supervision. Incumbents operate independently within their scope of responsibility and are expected to seek assistance as required. Employees in this class are required to participate in team on-call support, 24 hours a day, 7 days a week (by assignment). An IT Analyst I is required to participate in team activities, may be assigned to a shift that includes working nights, weekends, and holidays, and may be required to work overtime on short notice (by assignment). Some employees in this class may progress by noncompetitive promotion to IT Analyst II by participating in the Information Technology Department's Criteria Based Development and Promotion Program and meeting specific criteria-based promotion requirements as outlined in the program. This class is FLSA nonexempt.

QUALIFICATIONS

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to a vocational or technical school diploma. Good (1 - 3 years) experience in the technical support area of assignment.

Special Requirements. For this position, an individual receiving a conditional offer of employment from the City of Mesa must pass a background investigation through the City of Mesa Police Department, the Arizona Department of Public Safety, and Federal Bureau of Investigation prior to commencing employment with the City of Mesa. Because of the confidential, sensitive nature of information handled, successful completion of a background investigation and polygraph is required (by assignment). Must possess a valid Arizona Driver's License by hire or promotion date (by assignment).

Substance Abuse Testing. Due to the safety and/or security sensitive nature of the assignment, individuals in this classification shall be subject to pre-employment or pre-placement alcohol, drug and/or controlled substance testing as outlined in City policy and procedures (*Police Department Assignment*).

Preferred/Desirable Qualifications. Customer service and teamwork experience is highly desirable. Supervisory experience may be preferred (by assignment).

ESSENTIAL FUNCTIONS

Communication: Communicates with other City employees, vendors, management, and contractors in order to identify problems or required changes. Communicates with team members in order to support and improve team direction, and to achieve and maintain effective customer service. Prepares written documents such as technical/support documentation, instructions, project plans, processes, procedures and standards, reports, and specifications with clearly organized thoughts using proper sentence structure, punctuation, and grammar in order to communicate with management, team members, and technical users. Presents ideas clearly, both verbally and in writing, to share acquired knowledge, negotiate and discuss alternatives, and address problems or conflicts. Works courteously with customers in situations that require tact and diplomacy in order to identify and resolve information-related issues.

Manual/Physical: Distinguishes the colors of wires, cables, electronic components, and/or Blue Stake markings to inspect, install, and/or maintain computer equipment and/or input GIS data (by assignment). Enters data or information into a personal computer (PC) to create written documentation and communication, test and debug computer applications, write computer programs, complete IT projects, schedule meetings, research technology, and/or participate in on-line training. Moves hardware weighing up to 50 pounds when necessary to provide the customer with products (by assignment). Operates a motor vehicle requiring a standard Arizona Driver's License to install and maintain computer equipment at customer locations (by assignment). Operates a variety of standard office equipment, such as a PC, printer, facsimile machine, and telephone. Prepares and/or updates maps, schedules, graphs, or similar charts to install computer equipment and/or update records. Installs and/or replaces computer hardware and/or software components in order to maintain and/or upgrade computer equipment or systems (by assignment). Performs physical inventories of computer assets and/or access cards (by assignment). Reviews the work products of others and inspects, monitors, and evaluates information to

ensure compliance with standard operating procedures and/or state regulations pertaining to equipment installation and/or records retention. Uses common hand tools such as a screwdriver, tone generator, tone probe, and/or wire cutter to inspect, install, and/or maintain computer equipment (by assignment). Meets scheduling and attendance requirements.

Mental: Conducts research and/or analyzes system-related data to improve system and/or process performance. Comprehends and makes inferences from written material including technical documentation related to systems software. Understands, interprets, and reads blueprints, construction drawings, equipment specifications, schematic drawings, technical instructions, etc., to inspect projects and accomplish work assignments (by assignment). Learns hardware and/or software through on-the-job training, in a classroom setting, or through other formats such as self-study or computer-based training. Resolves procedural, operational, and other work-related problems by analyzing the problem and recommending a resolution or correcting the problem. Develops plans related to project work. Coordinates work activities with other City departments.

Knowledge/Skills/Abilities: (common to all assignments)

Knowledge of:

standards and practices in IT change and release management, configuration management, service management, and incident management; and information technologies, procedures, and trends.

Skill in:

performing work on one or more assignments simultaneously;
assessing, troubleshooting, and following established guidelines in escalation of hardware, software, and networking problems;
initiating and/or maintaining Incident Reports (IRs) using an on-line incident management system;
preparing and/or updating system documentation;
controlling changes in system environments to ensure stable and reliable delivery of computer resources;
developing and analyzing data for the purposes of problem resolution and strategic planning; and
implementing, maintaining, and monitoring operating systems and related subsystems.

Ability to:

participate in projects and activities related to City computer systems, data, and infrastructure;
participate in installing and/or implementing information systems;
implement processes, procedures, and strategies for systems that function or communicate across multiple platforms; and
support computing processes executed across multiple platforms and/or networks.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised to Update Criteria Based Promotion 9/15

TO/co/hn

CS4493.DOCX

EEO-Tech

NDOT SAFETY-No

NDOT RANDOM-No

DOT SAFETY-No

RESP-No

JOB FCTN-INT

INCREMENTS 44-200

PAY GRADE: 47

SECURITY-Yes (Police Department Assignment)

CDL-No

IND-8810

SWORN-No