

INFORMATION TECHNOLOGY (IT) ANALYST I

JOB DESCRIPTION

Classification Responsibilities: An Information Technology (IT) Analyst I performs intermediate skilled technical assistance in the areas of Desktop, Help Desk, Security, Unified Communications, Business Solutions, Application Support and Development, Server, Storage and Backup, Network, 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 with guidance from senior technical staff. This class performs intermediate problem analysis, diagnostics, and troubleshooting in support of designated applications and infrastructure platforms and communicates and translates technical information, training, and instructions to ensure understanding across diverse audiences. The IT Analyst I is expected to have a good understanding of one or more of the technologies supported, and follows general direction in support of these technologies.

Common duties include: application support, maintenance, and modifications of intermediate complexity to existing scripts and reports; developing and maintaining basic and intermediate level automated system batch processes and jobs; applying and documenting patches in application development and production environments; developing test scripts; performing technical research of intermediate level processes, procedures, and solutions; reviewing, proofing, and modifying documentation, including validating documentation prepared by subordinate technical staff; running reports and developing reports of basic and intermediate complexity, and developing more complex modifications to existing reports; providing customer service support, including answering calls, determining the scope of a customer's problem, initiating and/or maintaining problem tickets and Incident Reports (IRs) using an on-line incident management system, and intermediate troubleshooting and resolution/escalation; installing and supporting hardware and/or software; 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. IT Analyst Is are also responsible for: writing technical documents (examples: The Learning Center articles, procedures, how-to documents, etc.); developing and delivering basic and intermediate training curriculum in both video and in-person format; conducting technical research of processes, procedures, and business solutions; and performing change management and configuration management for supported systems. This class is responsible for ensuring all work is done in alignment with City and Department of Innovation and Technology (DoIT) long-term strategies. This class is also responsible for performing related duties as required.

Desktop and Help Desk Assignments: Additional duties specific to these assignments include: identifying improvement opportunities such as tools, processes, procedures, installation, configuration and troubleshooting techniques; developing troubleshooting, installation, and configuration documentation; performing more complex software installation, such as those with multiple components and interfacing requirements; installing advanced peripherals (examples: specialized printers, point-of-sale devices, etc.) and developing peripheral installation procedures; recording inventory control

information into the IT asset management system; developing basic computer images and updating existing images; deploying intermediate end user enterprise IT equipment (examples: telephones, fax machines, portable radios, etc.) which may require pre-configuration prior to deployment; setting up and configuring new computers for deployment; on-site and remote intermediate diagnosis and troubleshooting; simulating or recreating user problems to resolve operating difficulties, including reviewing the history of user incidents to identify if additional training is needed; and monitoring computer system performance via software tools.

Enterprise Infrastructure Operations and Enterprise IT Assignment: Additional duties specific to this assignment include: performing duties associated with the operation, installation, monitoring, and preventative/restorative maintenance of infrastructure; diagnosing problems and performing repairs; installing, maintaining, modifying, and repairing voice, data, and fiber optic cabling, including reviewing infrastructure device installations to ensure proper installation and cabling; preparing installation instructions including cabling diagrams or charts, rack elevations, etc.; reviewing cable test data from DoIT technical staff and outside contractors to ensure compliance with City standards; creating documentation and labeling for cable infrastructure, and reviewing the documentation and labeling performed by subordinate technicians; entering data into the fiber and conduit management system; creating templates for basic virtual machines (servers and desktops) and preparing documentation for provisioning those machines using templates; designing daily, weekly, and monthly reports and reviewing them for anomalies and opportunities for operational performance enhancement; developing basic and intermediate manuals and procedures; creating configuration files for basic network devices; developing and documenting account provisioning processes and procedures; monitoring IT security dashboards and identifying anomalies, initiating security incident responses, and escalating more complex issues to senior technical staff for review; and designing and developing basic and intermediate security monitors. Areas included are Network, Security, Unified Communications, Server, Storage and Backup.

Business Solutions Assignment: Under the guidance of a more senior developer, additional duties specific to this assignment include: providing primary application support and deploying periodic updates for a Commercial Off-The-Shelf (COTS) application for a limited group of City customers; performing intermediate maintenance on internally written applications and developing intermediate modifications; performing intermediate level application integration with both internal and vendor applications; developing intermediate automation jobs and performing complex modifications to existing jobs; developing and executing scripts for application monitoring; defining and configuring intermediate enterprise monitors for application and support environments; defining and configuring intermediate Extract, Transform, Load (ETL) processes; defining and creating intermediate application interfaces with internal and external applications; developing more complex forms for application use; monitoring and performing intermediate tuning of application performance; developing and configuring intermediate data quality tools and monitors; and following quality assurance (QA) processes. Areas included are Business Solutions and Application Support and Development.

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 Senior IT Technician by the increased responsibility; intermediate level technical support and troubleshooting, greater customer interaction, autonomy of duties performed, and increased

project participation under less 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 DoIT'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

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to an Associate's Degree in Computer Science or a related field and 6 months of 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 (*by assignment*). 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 Class D 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 areas for improvement and coordinates the implementation of solutions or improvements. 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 incident and status reports, 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. Writes technical documents (examples: The Learning Center articles, procedures, how-to documents, etc.). Creates training videos and conducts training both in person and electronically. 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*). Performs intermediate troubleshooting and repair for network fiber connections which may require working in small, cramped areas for extended periods of time in a variety of weather conditions and entering confined spaces such as vaults and manholes up to a depth of 10 feet, with the assistance of a ladder, hoist, etc. (*by assignment*). Moves cabling pathway system components weighing up to 200 pounds with an aid to assist and pushes manhole and vault lids for distances up to 10 feet with the assistance of a second person (*by assignment*). Operates a motor vehicle requiring a standard Class D 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 (fax), 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 (*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: Applies a functional understanding of operating and system software in order to monitor the computer environment. Provides intermediate technical customer service support, diagnoses problems, and performs repairs or escalates advanced problems to senior technical staff. Provides application support, maintenance, intermediate modifications, and limited development for applications under the guidance of a more senior developer. Coordinates and executes the rerun or restart of batch processes and jobs. Performs intermediate application development, coding, and configuration and applies patches in an application development or production environment (*by assignment*). Assists users with the evaluation, selection, acquisition, and installation of hardware, software, and communications packages. Conducts technical research and/or analyzes system-related data to improve system and/or process performance and create business solutions. Comprehends and makes inferences from written material including technical documentation related to systems software. Identifies improvement opportunities and develops documentation to incorporate best practices and procedures into Department standards. Audits work output, vendor billing, and/or customer data and makes corrections or adjustments upon the detection of errors. Understands, interprets, and reads blueprints, construction drawings, equipment specifications, schematic drawings, technical instructions, etc., to inspect projects and accomplish work assignments (*by assignment*). 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 and prioritizes own work to complete assignments or projects. Coordinates work activities with other City departments.

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

Knowledge of:

customer service, quality, and teamwork concepts;
concepts of one or more technical areas of assignment;
methods of incident reporting;
concepts of desktop operating systems;
concepts of network functionality;
concepts of PC hardware components;
networks and Windows-based operating systems;
standards and practices in IT change and release management, configuration management, service management, and incident management; and
information technologies, procedures, and trends.

Skill in:

standard desktop software such as Microsoft Office 365;
performing work on one or more assignments simultaneously;
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:

analyze customer needs and systems accurately and logically, and implement improvements;
assess, troubleshoot, and follow established guidelines in escalation of networking and personal computer problems;
automate manual tasks to improve efficiency;
communicate with and instruct others, using technical and non-technical language to explain complex subjects and processes;
initiate IRs using an on-line incident management system;
create procedural documentation and review the documentation of subordinate technical staff;
follow Information Technology Infrastructure Library (ITIL) processes;
develop, use, and understand technical manuals and documentation;
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;
support computing processes executed across multiple platforms and/or networks; and
establish and maintain effective working relationships with Department management, staff, team members, and customers.

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.

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INCREMENTS 39-200

PAY GRADE: 48

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