

## INFORMATION TECHNOLOGY (IT) ANALYST II

### JOB DESCRIPTION

**Classification Responsibilities:** An Information Technology (IT) Analyst II provides skilled, specialized duties or technical assistance in the areas of Applications & Web Development; Business Analytics; Database; Desktop & Mobile Services; Service Desk; Geographic Information System (GIS); Network; Security; Unified Communications; Server, Storage and Backup; Capital Improvement Projects (CIP) Telecommunications Distribution; and Radio Communications.

Assists in gathering requirements for the single function or less complex customer solutions and performs requested application coding, and configuration management under supervision. Performs testing with established test scripts and follows established quality assurance (QA) processes. Performs basic diagnostics and troubleshooting in support of designated applications. The IT Analyst II is expected to have a good understanding of one or more of the technologies supported and follows general direction in support of these technologies.

Leadership skills include performing independent judgment and decision-making, especially related to diagnostics and troubleshooting with individual applications or infrastructure. Provides quality written and verbal communications/presentations to customer areas in primarily small, yet formal and informal settings. Communicates and translates technical information, training, and instructions to ensure understanding across diverse audiences. This class participates in small teams on assignments to accomplish project goals, and for project and product support. 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.

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 networking problems; initiating and/or maintaining Incident Reports (IRs) using an online incident management system; processing and completing service requests; preparing or updating system documentation; controlling changes in system environments to ensure stable and reliable delivery of computer resources; collecting, developing, and/or analyzing data to resolve problems and to assist in planning; implementing, maintaining, and monitoring systems and subsystems; participating in projects and activities related to City computer systems, data, and infrastructure; participating in the design, programming, installation, and/or implementation of tasks for information systems projects; developing and/or implementing processes, procedures, and strategies from specifications for systems that function or communicate across multiple platforms; supporting computing processes executed across multiple platforms and/or networks; and utilizing monitoring, forecasting, trend analysis, and reporting tools. 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 the IT Engineer I by the latter's responsibility for independently performing primary and secondary technical application or product support and may provide technical leadership for small- to medium-scale projects. The Analyst II class is distinguished from the IT Analyst I class by its increased responsibility for performing specialized work in one or more of the technical support areas under limited supervision, participation in projects under moderate supervision, and by increased interaction with customers on a regular basis. Within the

scope of a particular project or system, this class may provide basic technical guidance and mentoring to IT Technician II and Analyst I classes. Employees in this class are required to participate in team on-call support, 24 hours a day, 7 days a week. Some employees may progress to this class by noncompetitive promotion by participating in the Innovation and Technology Department's (DoIT) Criteria Based Development and Promotion Program and meeting specific criteria-based promotion requirements as outlined in the program. This class is FLSA exempt-computer professional.

## 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 graduation from an accredited college or university with an Associate's Degree in Computer Science or a related field (such as Geography, *by assignment*) and good (1 - 3 years) computer systems experience in at least one of the technical support areas of assignment; OR any combination of training, education, and experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Computer Science or a related field (such as Geography, *by assignment*) and 6 months of computer systems experience in at least one of the technical support areas 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 Arizona Driver's License by hire 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 and Fire and Medical Department Assignments*).

**Preferred/Desirable Qualification.** Customer service and teamwork experience are highly desirable.

## ESSENTIAL FUNCTIONS

**Communication:** Communicates with other City employees, vendors, management, and contractors to identify problems or required changes. Communicates with team members 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 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 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.

**CIP Telecommunications Distribution Assignment:** Assists with the creation of engineering documentation including drawings, installation and splicing details, specifications, and illustrations to support the installation and maintenance of the telecommunications distribution system. Reviews and provides comments on engineering documentation and plans. Assists with the creation of statements of work for the installation and maintenance of the telecommunications distribution system. Enters data into fiber and conduit management software and ensures telecommunications distribution data is entered into the City's GIS. Locates underground telecommunications infrastructure pathways. Performs installation, maintenance, modification, troubleshooting, repair, and/or inspections work for communication pathway systems, in small, cramped areas for extended periods of time, in a variety of weather conditions, utilizing special equipment and training. Moves telecommunications and cabling pathway systems 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. Enters confined spaces such as vaults and manholes up to a depth of 10 feet, with the assistance of a ladder, hoist, etc., and works at elevated levels up to 15 feet to perform operational support, inspections, and surveys for communication pathway systems. Sets up and removes barricade and traffic cones to re-route traffic and pedestrians, to provide a safe work area when accessing manholes, vaults, pull boxes, etc. Detects hazardous situations at work (such as, but not limited to, traffic sounds when working near moving traffic, backup warning devices when working around moving equipment, sirens, calls for help, and other hazards when at construction sites). Distinguishes colors to identify color-specific indicator lights, wires, cables, and electronic components that use standard industry color codes. Operates a motor vehicle requiring a standard Arizona Driver's License to travel to various sites to attend meetings, provide project oversight and inspection, and perform work.

**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:

Information Technology Infrastructure Library (ITIL) standards and practices in IT change and release management, configuration management, service management, and incident management; and information technologies, procedures, and processes.

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.

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INCREMENTS 39-200

PAY GRADE: 51

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