Information Technology Analyst

Department/Division:	Information Technology
Reports To:	Information Technology Manager/Director
Provides Direction To:	N/A
Bargaining Unit:	Manhattan Beach Mid-Management Employees Association (MBMEA)
Exemption Status:	Exempt
Employment Exemption Status:	At-Will
Date Prepared:	December 14, 2018
Date Revised:	

GENERAL PURPOSE

Under general direction, performs advanced system analysis and design, analysis of functional and conceptual work-flow procedures and conversion into requirement specifications, development of solutions ranging from routine to complex, design and procedure documentation, and trains system users in one of the following areas:

Applications and Programming: supports computer application systems and subsystems.
Network Operations: supports Local and Wide Area Networks and related network software and hardware.

IT User Support: coordinates and performs support activities related to computer installation, Helpdesk problems and training.

IT Network Support: coordinates and performs support activities related to the centralized server IT hardware and software.

DISTINGUISHING CHARACTERISTICS

The IT Analyst is distinguished from the Division Manager in that the incumbent does not have responsibility for the Division. As experience accrues, incumbent may act as a Project Lead in the development of complex projects and is expected to bring projects to conclusion. Work is reviewed intermittently while in progress and upon completion for overall results. Work may require the development of recommendations consistent with directives, policies and regulations.

ESSENTIAL FUNCTIONS

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the class.

1. Coordinates and manages activities related to the design, configuration, and implementation of the City's ERP systems; collaborates in the testing of configurations with department representatives; communicates with internal customers, network and server administrators, and vendors to ensure that the City is using the systems to their full potential and in accordance with best practices.

2. Assists in maintaining payroll, human resource, time keeping, labor distribution, benefits administration, recruitment, records management, accounts payable, accounts receivable, general ledger, budget, purchasing, work order, CIP, cost accounting, point-of-sale and related financial systems and interfaces.

3. Plans, schedules and coordinates installation or program fixes, customizations and software updates for all application environments and troubleshoots database and system problems associated with the City's enterprise applications and the integration of ancillary applications and functions.

4. Develops and tests complex reports using Crystal Reports, Structured Query Language (SQL) and Microsoft reporting tools, including those requiring customization of software or changes to file structures, and documents the technical specifications for creating and running such reports.

5. Applies auditing principles and techniques to ensure that data integrity, internal controls, and audit trails are maintained throughout all enterprise applications.

6. Analyzes functionality within enterprise systems to develop recommendations for improving technical and operational practices.

7. Prepares technical documentation and instructional manuals on the functionality and use of relevant hardware and software applications.

8. Researches and evaluates solutions; recommends, plans and assists with the purchase and implementation of equipment, systems and other technology products.

9. Conducts detailed analysis of user department requirements and develops new system designs consistent with departmental needs.

ESSENTIAL FUNCTIONS (continued)

10. Provides lead direction to IT staff, depending upon departmental assignment; plans and allocates assignments, prioritizes tasks, and reviews work for completeness and accuracy; coordinates work of project managers, contractors, consultants, and other parties.

11. Maintains the confidentiality of records, documents and data stored upon, or delivered for entry into the City's enterprise systems; Creates database backups, restores and maintains databases and its related security.

12. Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.

13. May act as project leader or provide work direction or training to interns, employees within the department, or to end users.

14. Performs professional work related to special projects involving data analysis, systems analysis and report writing, as assigned.

15. Provides project specific technical support and training to City staff or end users, as required.

16. Performs other related duties as assigned.

QUALIFICATIONS GUIDELINES

Knowledge of:

Principles of Enterprise Resource Planning (ERP) and other enterprise systems for government entities; functional connections and integration points within and between ERP systems; ERP or related enterprise system administration and technical support; LAN/WAN networks using Active Directory, TCP/IP and Microsoft operating systems at multiple sites; software system configuration, maintenance and problem resolution; software systems administration and systems and data analysis; computer operations and software diagnostic techniques; system design, development and documentation techniques; Structured Query Language (SQL); relational databases and database maintenance; Windows XP/Win 7 and Windows server operating systems; project management practices and leadership techniques; principles, practices, and methods of administrative and organizational analysis; intergovernmental relations; effective business communications and proper English usage, including spelling, grammar and punctuation; and report presentation techniques.

Ability to:

Lead, organize, and coordinate project management and implementation of automated information systems; develop strategic plans for computing and network environments; provide operational and technical support to complex networks and related infrastructure; troubleshoot software applications, scripts, and replication of security information; evaluate hardware, software, and communications products; organize and prioritize work to meet deadlines; establish and maintain effective working relationships with staff, management, vendors, consultants, officials, general public, and others encountered in the course of the work; communicate effectively verbally and in writing with all levels of staff; and operate modern office equipment and computer hardware and use word processing, spreadsheet, graphics, and other applications software.

Education/Training/Experience:

Bachelor's degree from an accredited four-year college or university with a major in Computer Science, Management Information Systems or a closely related field is required. Four (4) years of increasingly responsible analytical and professional experience involving application development, design and testing, web-based applications and database integration, computer systems analysis, data analysis and reporting preparation or hardware and software support is required.

Licenses; Certificates; Special Requirements:

A valid Class C California driver's license, acceptable driving record and proof of auto insurance in compliance with the City's Vehicle Insurance Policy standards is required.

Ability to work extended hours in order to complete projects, attend meetings, and accommodate City needs.

In accordance with California Government Code Section 3100, City of Manhattan Beach employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this class, the employee is constantly required to sit, and occasionally to stand and walk. Finger dexterity and light grasping is required to handle, feel, or operate computer hardware and standard office equipment; and reach with hands and arms above and below shoulder level. The employee occasionally lifts and carries records and documents typically weighing less than 25 pounds.

Sensory demands include the ability to see, talk, and hear.

Mental Demands

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret data, information, and documents; analyze and solve problems; observe and interpret situations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks; work with frequent interruptions; work under intensive deadlines; and interact with management, staff, vendors, consultants, brokers, the public, and others encountered in the course of work.

WORK ENVIRONMENT

The employee works in an office environment with controlled temperature settings.