JOB DESCRIPTION

ORGANIZATION: City of Lebanon  
DEPARTMENT: Information Services  
JOB TITLE: IS Analyst  
LOCATION: Lebanon, OR  
DATE: October 2010  
JOB STATUS: Non-exempt  
FLSA Exempt: No

PURPOSE OF POSITION: Provide network administration to ensure operating efficiency of the City’s information system, including system design, installation, diagnostics, repair, and operating instructions. Provide IT customer support to City departments. Maintain information processing systems and operating system software, hardware and telephone system.

ESSENTIAL JOB FUNCTIONS/DUTIES & RESPONSIBILITIES: The duties listed are intended only as illustrative examples of the various types of work that may be performed by individuals in this classification. Any of the following duties may be performed. These examples are not necessarily performed by all incumbents and do not include all specific essential functions and responsibilities the incumbent may be expected to perform.

1. Maintains regular job attendance and adherence to working hours.
2. Operates a motor vehicle safely and legally.
3. Perform first and second stage maintenance of information systems by analyzing and isolating software and hardware problems, determining need for repairs, and installing replacement parts or devices. Contact vendor for repairs, replacement parts and new equipment. Track service calls and resolve problems with vendors and users.
4. Install software and hardware upgrades, applications and databases on PCs, servers, network and other devices. Integrate new systems with existing systems and networks, and test for connectivity, integrity, usability and security.
5. Perform cause analysis troubleshooting and diagnostics to resolve hardware and software problems in a networked environment. Document problems and solutions to create and maintain a common cause and solution database. Develop, coordinate and distribute solution procedures to users and contractors.
6. Prepare and maintain systems procedures, documentation and inventory. Maintain licensing for systems and software.
7. Utilize scripting, development tools and applications as necessary to automate systems management and processes.
8. Monitor systems and network resources and make systems planning recommendations, including expansions and upgrades.
9. Determine environmental, electrical, and telecommunication requirements for new installations and relocation of existing equipment. Coordinate the activities of contract personnel and provide status reports to management.

10. Conduct feasibility and cost-benefit studies regarding hardware/software improvements as necessary. Provide justification for consideration of new acquisitions. Assist in defining user needs and analyzing vendor solutions to project objectives as well as resolving issues between users and vendors. Develop and recommend standards and procedures for the selection, implementation and standardization of systems hardware and software.

11. Coordinate utilization of software and hardware, and user training on an on-going basis. Answer questions and resolve user problems. Recommend user training as appropriate.

12. Maintain and administer system security, backups, and disaster recovery plan.

13. Protect the confidentiality of information.

14. Maintain cooperative working relationship with other staff, outside agencies, and the public.

15. Follow all safety rules and procedures for work areas.

16. Represent City on various interagency committees related to information systems. Assist other personnel as workload and staffing levels dictate. Maintain proficiency by attending training and meetings, reading materials, and meeting with others in areas of responsibility. Maintain work areas in a clean and orderly manner.

17. Maintain proficiency by attending conferences and meetings, reviewing reports, reading professional journals, and meeting with others in area served. Maintain work areas in a clean and orderly manner.

MANDATORY QUALIFICATIONS:

Education & Experience:
1. High diploma or equivalent.
2. Four years of experience in Computer Engineering/Science and Municipal Information Systems. or any satisfactory combination of experience and training which demonstrates the knowledge, skills and abilities to perform the above duties.

Licenses & Certificates: None

DESIRABLE QUALIFICATIONS:

1. Six years of related experience is equivalent to a bachelor’s degree. Previous experience working with a municipal information system is desirable.
2. Experience with Geographical Information Systems is desirable.
3. Professional IT certification is desirable.
4. Possess and maintain CJIS security clearance.
KNOWLEDGE, SKILLS, AND ABILITIES: The qualities below reflect the working dynamic of the position.

Knowledge of:
1. Thorough knowledge of network systems administration and related diagnostic and repair techniques, operating systems, applications software, server and workstation hardware, databases, security principles and telecommunications equipment.
2. Current knowledge of network growth/expansion and customized programs for specific needs.
3. City government, IS policies and procedures.
5. Government budget policies and procedures.
7. Principles of IS administration.

Skill in:
1. Implementing work methods and procedures which promote a safe working environment and ensuring proper staff training in work safety.
2. Interpreting, understanding, and applying technical reports, statutes, rules, and regulations.
3. Evaluating work priorities, procedures, and processes to determine their effectiveness and efficiency.
4. Developing and implementing recommendations regarding work procedures and cost effective services.
5. Providing outstanding customer satisfaction (internally and externally).
6. Use of Microsoft Office and applicable specialized software.

Ability to:
1. Ability to analyze system problems and make decisions using specific knowledge pertaining to individual workstations and networks.
2. Communicate orally and in writing in a clear and concise manner.
3. Represent the City positively and effectively in meetings with others.
4. Establish and maintain effective working relationships with those contacted in the course of work.
5. Negotiate effective solutions to complex problems.

PHYSICAL DEMANDS OF POSITION:
1. While performing the duties of this position, the employee is frequently required to sit, stand, communicate, reach and manipulate objects, tools or controls. The position requires mobility.
2. Duties involve moving materials weighing up to 15 pounds on a regular basis and may infrequently require moving materials weighing up to 60 pounds.
3. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as computer keyboard, calculator, and standard office equipment.

WORKING CONDITIONS: Usual office working conditions. The noise level in the work environment is typical of most office environments.
SUPERVISORY RESPONSIBILITIES: Supervision is not a typical function assigned to this position. May provide training and orientation to newly assigned personnel on department policies and practices.

SUPERVISION RECEIVED: Works under the direction of the Information Services Manager.

Approved by City Manager October 2010