

INFORMATION TECHNOLOGY ANALYST I

DEFINITION:

Under immediate supervision, develops, analyzes, modifies, documents, tests and implements moderately complex computer programs; develops and conducts training for software and hardware usage; and performs related work as required.

DISTINGUISHING CHARACTERISTICS:

The Information Technology Analyst series is a general classification used exclusively in the Information Technology Services Department. The Department provides information technology and related services to Fresno County departments and other agencies. Organizationally, the Department consists of four divisions: Systems Integration and Customer Support; Network, Server and Desktop Administration; Data and Security Administration; and Administration and Finance. Services provided by the Information Technology Services Department include: system acquisition, design, development, integration, operation and maintenance; implementation, operation, maintenance and security of the countywide network and associated global applications; installation and maintenance of client/server devices such as personal computers and servers; and training and support for end users of client/server based suites of office applications.

Within this framework, the Information Technology Analyst series is utilized in Programmer, Systems Integration Analyst, Trainer, Product Specialist, and Database Administrator functions within the Data and Security Administration and Systems Integration and Customer Support Divisions. This series encompasses the various skills, knowledge and abilities required to design, develop, acquire, maintain, enhance, administer and coordinate state-of-the-art client server and web enabled information systems, legacy information systems, office automation systems, internet and intranet systems, and to integrate these systems into the county-wide network.

Information Technology Analyst I is the entry-level classification in this series and incumbents may perform Programmer and/or Trainer functions. Assignments at this level are subject to close review and evaluation while in progress and upon completion. This classification differs from the Information Technology Analyst II in that incumbents at the II level complete assignments with a minimum of supervision and review, and may perform Systems Integration Analyst functions.

Incumbents of this classification must possess: a working knowledge of computer hardware and software, office automation systems and procedures, and teleprocessing network systems; good oral and written communication skills; initiative and good judgment; and the ability to establish and maintain effective working relationships.

INFORMATION TECHNOLOGY ANALYST I (Cont'd)

SAMPLES OF DUTIES:

The information listed below is meant to serve as samples of the job duties and responsibilities for positions in this classification. This list is neither inclusive nor exclusive, but indicative of several types of duties performed. Consequently, this information does not reflect Essential Functions for any given position in this classification.

1. Designs and develops, codes, tests, debugs and modifies programs using various programming languages, data access methods, file utilities, report generators, queries and other design and development tools;
2. Prepares user, operations and systems documentation according to pre-established standards;
3. Maintains, modifies and enhances user application systems, and develops user help screens and scenarios;
4. Accesses data from legacy systems, RDBMS, office applications (i.e.: Access), Forms, GIS files and other sources;
5. Integrates legacy applications with client server or office automation systems;
6. Web-enables applications and participates in web site development;
7. Participates in the development of e-government and e-commerce applications;
8. Evaluates hardware and software requirements for proposed applications;
9. Manages small technical projects and coordinates the work of other team members;
10. May evaluate, install, configure, and audit security products for a variety of applications and/or operating systems;
11. Interacts with user departments and internal staff to analyze, design, develop, maintain and implement training programs for user department staff;
12. Provides assistance to users during and after the conversion, implementation or installation of new systems; Troubleshoots software related personal computer problems for users via help desk environment;
13. Proficient use of Microsoft Windows and Microsoft Office development software including Visual Basic; and
14. May provide training and support to departmental staff.

INFORMATION TECHNOLOGY ANALYST I (Cont'd)

MINIMUM QUALIFICATIONS:

Experience: One (1) year full-time paid work experience conducting individual and group computer instruction and/or training, or equivalent to that gained as an Information Technology Analyst or Network Systems Engineer with Fresno County.

OR

Two (2) years of full-time paid work experience equivalent to that gained as a computer operator-technician, or equivalent to that gained as an Information Technology Support Technician with Fresno County.

Substitution: Possession of a valid certification from a technical institute in personal computers, networking and/or programming may be substituted for the required experience;

AND / OR

Thirty (30) semester units of completed coursework from an accredited college or university that is acceptable within the United States' accredited college or university system may be substituted for the required experience. Fifteen (15) of the required units must be in Information Technology, Computer Science or a closely related field.

License: Possession of a valid Class "C" California Driver's License.

Note: Recruitment may be limited to candidates with an education or experience background related to the specific position vacancy.

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