

INFORMATION TECHNOLOGY ANALYST III

DEFINITION:

Under general supervision, develops, analyzes, modifies, documents, tests and implements complex computer programs; conducts comprehensive systems analysis studies; coordinates and administers information technology software/hardware products and solutions to user departments; 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 consist 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 III is the advanced experienced classification in this series and incumbents may perform Programmer, Trainer, Systems Integration Analyst, and/or Product Specialist functions. This classification differs from the Information Technology Analyst II in that incumbents at the III level have demonstrated experience performing in a variety of assignments with minimal supervision and review, and may be assigned Product Specialist functions. Assignments at the III level routinely require greater initiative, independence and experience. In addition, incumbents routinely train lower level staff. Information Technology Analyst III differs from the IV level in that incumbents of the latter may perform Database Administrator functions and are sufficiently trained to complete more complex assignments with minimal supervision.

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 III (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, 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. Participates in the development of e-government and e-commerce applications;
7. Manages technical projects and coordinates the work of other team members;
8. May evaluate, install, configure, and audit security products for a variety of applications and/or operating systems;
9. Confers with user department, internal staff and vendors to perform systems requirement analysis, develop functional definition and design, and establish systems development specifications;
10. Defines, designs, integrates, installs and maintains enterprise, distributed, web-enabled, client/server, desktop, Internet, Extranet, Intranet, e-government, and e-commerce computer systems;
11. Confers with Data Base Administrators in the design and development of RDBMS based applications;
12. Prepares RFPs, RFQs and RFIs, evaluates responses and recommends awards for hardware, software and services; writes, coordinates and administers vendor contracts and agreements;
13. Confers with users and Information Technology Services Department management to prepare various reports, and board agenda items for management;
14. Interacts with user departments and internal staff to analyze, design, develop, maintain and implement training programs for user department staff;

INFORMATION TECHNOLOGY ANALYST III (Cont'd)

SAMPLES OF DUTIES: (Cont'd)

15. Tests and reports on various software products and provides quality assurance of products by identifying and documenting defects;
16. 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;
17. Proficient use of Microsoft Windows and Microsoft Office development software including Visual Basic;
18. In conjunction with the Systems Integration Analysts and Information Technology Managers, devises, designs and develops interface or integration points between office automation/work flow applications and mission critical information systems; and
19. Provides training and support to departmental staff.

MINIMUM QUALIFICATIONS:

Experience: Three (3) years of full-time, paid work experience equivalent to that gained as an Information Technology Analyst with Fresno County.

Substitution: Possession of a valid certification from a technical institute in personal computers, networking and/or programming may be substituted for one (1) year of the required experience;

AND / OR

Graduation from an accredited four-year college or university that is acceptable within the United States' accredited college or university system with a bachelor's degree in Information Technology, Computer Science or a closely related field may be substituted for one (1) year of required experience.

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.