JOB DESCRIPTION

TITLE: INFORMATION SYSTEMS ANALYST II
SECTION: Information Systems

DEPARTMENT: BUSINESS AND TECHNOLOGY
SRN 4

REPORTING RELATIONSHIP:

Reports to: Information Systems Director
Supervises the following positions: Not applicable

DEFINITION:

Under general direction analyzes, troubleshoots, and resolves complex problems with business applications, networking, and hardware. Accurately documents all work in problem tracking software. Prioritizes tasks based on criticality with limited supervision. Designs, installs, configures and troubleshoots computer networks and associated equipment and performs related duties as assigned.

This position is distinguished from the Information Systems/Analyst I position by the expectation that the employee will take complex projects from initial concept through system design, specification, and implementation with little or no supervision other than a general statement of direction and periodic plan checks.

Examples of the work undertaken by employees in this position would be computer programming projects, network design, security planning and administration, and enterprise software specification, research and selection.

ESSENTIAL FUNCTIONS:

1. Install, configure, and test new and upgraded business computers and applications in cooperation with end users to solve particular business problems.
2. Administer computer system users, connections, and networking settings.
3. Develop and maintain network and applications security systems and procedures.
4. Configure, monitor, and diagnose problems with backup and restore operations.
5. Participate in the analysis and selection of new technology required for expanding computing needs throughout the organization. Research and specify desktop computer hardware and software for new purchases.
6. Develop software and procedures to integrate computer applications within the organization.
7. Prepare new desktop computers for use with district network and install necessary software.
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8. Install and maintain software on existing desktop computers.

9. Documents technical processes and troubleshooting guidelines. Documents end-user frequently asked questions about computer systems or programs and publishes on Intranet as guidelines for the entire organization.

10. Perform disaster recovery planning and operations.

11. Keep abreast of industry trends to assist in implementing new technologies.

12. Monitor automated alerts generated by systems management tools and make decisions on the most effective resolution.

13. Assist in the preparation of the departmental budget.

14. Work cooperatively with other departments.

MINIMUM QUALIFICATIONS:

License or Certificates: Valid California Operators license issued by the State Department of Motor Vehicles. Department of Motor Vehicles driving record may influence employment or classification.

KNOWLEDGE:

Must possess significant skills in several but not necessarily all of the following areas:

- Computer, peripherals, and network equipment.
- TCP/IP networking concepts
- Systems and process analysis and development.
- iSeries RPG & ILE programming and operations.
- Microsoft Active Directory.
- VMware ESX Server.
- Current generation Microsoft Windows client and server administration
- Microsoft Exchange administration.
- FileNet P8 Content Management.
- PHP and Java programming.
- Microsoft SQL database administration.
- Structured Query Language
- Oracle database administration.
- ESRI GIS applications and development.
- Citrix XenApp.
- SCADA application development.
- Web server administration and application development.
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- LANDesk.

ABILITIES:

- Work with users and/or departments.
- Obtain a working knowledge of user’s activity.
- Analyze the user’s input, processing and output requirements and develop solutions to those requirements.
- Perform complex system design and modifications.
- Design and code program logic to meet specifications and adhere to prescribed standards.
- Work cooperatively with others.

REQUIRED EDUCATION AND EXPERIENCE:

High school diploma, 4 year college degree in computer science or related field. Any combination of training and experience that would likely provide the required knowledge and abilities may substitute for the college degree requirement. A typical way to obtain such knowledge and abilities would be to have five years of relevant experience in programming and system analysis with computer systems similar to the ones used by the Coachella Valley Water District.

PHYSICAL REQUIREMENTS:

1. Sits for long periods of time.

2. May drive a District vehicle or service truck to a job site. Driving: Light.

See Human Resources for physical assessment form.