FIRE DEPARTMENT
SANTA CLARA COUNTY

INFORMATION SYSTEMS ANALYST II

DEFINITION

The Information Systems Analyst II generally performs professional level information systems duties in the development, installation, and maintenance of application software and the maintenance and administration of computer systems, servers and applications; provides technical support and assistance to Department users; and perform a variety of analytical and technical duties relative to the assigned area of responsibility.

This classification is a Fair Labor Standards Act non-exempt, represented position in the Classified Service.

DISTINGUISHING CHARACTERISTICS

This is a full journey-level class within the Information Technology unit. Incumbents within this class perform the full range of duties as assigned and may receive only occasional instruction or assistance as new or unusual situations arise. This class is distinguished from the lower class of Information Systems Analyst I which is an entry-level class and will require close supervision, and typically performs the more routine tasks and duties, including support of the least complex systems and applications. This class is distinguished from the higher class of Information Systems Analyst III in which the incumbents may hold a team lead position and are required to be fully trained and knowledgeable in all procedures related to assigned area of responsibility.

The classifications of Information Systems Analyst I, II and II are alternately staffed classifications.

EXAMPLE OF DUTIES

Depending upon assignment, duties may include, but are not limited to the following:

– Perform a variety of professional level duties to support information technology systems and programs in assigned area; serve as liaison between system users and information systems staff in the development, implementation, administration and maintenance of information systems, computer programs, and software applications.

– Provide technical assistance to system users in accordance with applicable information systems policies, procedures, methods, and techniques.

– Respond to requests from users regarding system operations; provide solutions to operations problems; refer users to appropriate staff member.

– Develop, install, evaluate, and maintain software applications and computer hardware; troubleshoot and rectify problems; recommend changes as needed.

– Coordinate and document testing of new or revised software applications.

– Perform system maintenance activities on various files; monitor system disks for space; maintain desktop security; reset user passwords; grant or revoke system access.

EXAMPLE OF DUTIES (continued)

– Provide support to local area networks; create and modify user accounts; install and configure hardware and software; coordinate maintenance and repair with information systems or vendor staff.

– Develop and update written technical documentation, internal operating procedures, and user manuals and instructions; develop instructional materials and conduct training programs on software applications; update technical and training manuals as required.

– Prepare project cost estimates and justification for new or enhanced system modifications.

– Perform quality assurance duties; review new application software for compliance with applicable quality assurance standards before implementation.

– Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of information technology.

– May work irregular and protracted hours, including weekends.

– Perform other duties as assigned.

EMPLOYMENT STANDARDS

Education and Experience: Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

A bachelor's degree from an accredited college or university with major course work in computer science, information systems or a related field and two (2) years of increasingly responsible software applications programming and/or systems analysis experience.

Or

Possession of an associate's degree in computer science, information systems, business or a closely related field and four (4) years of recent, increasingly responsible experience designing programming, analysis and administration of computer hardware and software systems.

Or

Five (5) years of recent, increasingly responsible experience designing, programming, analysis and administration of computer hardware and software systems.

Required: Apple Certified Macintosh Technician certification.

Knowledge Of:

- Expert understanding of the Apple and Windows platforms.

- Methods and techniques of application development, system design, programming, and software installation.

- Principles and procedures of quality assurance and security related to computer information systems.

- Principles and practices of computer science and information systems.

- Principles and practices of software troubleshooting.

- Operational characteristics of a variety of computer platforms and operating systems.

- Methods and techniques used in the installation, troubleshooting and maintenance of information systems and software applications.

- Pertinent local, state, and federal codes, laws, and regulations.

- Principles and practices of applications systems programming.

- Personal computer hardware and software components.

- Characteristics of various computer programs, networks, software packages, and programming languages.

- Apple and Microsoft Server software.

- Intermediate knowledge of UNIX.

- Intermediate knowledge of networking/Wi-Fi and how to troubleshoot connectivity issues.

- Knowledge of Adobe products, Global Service Exchange, Microsoft Office, FileMaker Pro

- Experience with Record management Systems, Staffing Systems, and Software Management Tools.

- Expert knowledge of Apple desktop/laptop/iOS devices.

Ability To:

- Setup, administer, maintain, monitor, and install hardware and software applications.

- Recommend, design, implement, and install computer software applications.

- Troubleshoot, detect, isolate, and resolve information system problems.

- Analyze and assess the technological needs of Department users.

- Independently perform systems analysis activities.

Ability To: (continued)

- Install, troubleshoot, and upgrade Department information systems. Evaluate, test, implement, and support new operating systems.

- Monitor, maintain, and administer a variety of operating systems.

- Work irregular and protracted hours, including weekends.

- Work independently, with minimal supervision.

- Exercise independent judgment and make appropriate decisions.

- Establish and maintain excellent, effective, and professional working relationships with those contacted in the course of work.

- Work collaboratively with other team members and Department staff.

- Effectively manage multiple projects and priorities.

- Recognize problems and develop recommendations and solutions.

- Communicate clearly and concisely, both orally and in writing.

Working Conditions/Physical Demands: Work is performed both in an office setting and in the field. There may be exposure to noise and dust. Work may involve physical exertion including walking, standing, kneeling, stooping, reaching, lifting, crawling, and climbing. Perform simple and power grasping, pushing, pulling, and fine manipulation; use telephone and write or use a keyboard to communicate through written means; and lift or carry weight of up to 50 pounds. Manual dexterity; clear, understandable speech; and visual and hearing acuity are also required.

Required License: Possession of a valid state of California driver's license.

Employment Condition: Incumbents may advance to the classification of Information Systems Analyst III upon meeting the qualifications of the Information Systems Analyst III classification, and with the recommendation of the Information Technology Officer to the Director of Business Services and approval of the Fire Chief.

Pre-Employment Conditions: The candidate must pass a background check, Live Scan fingerprint, and complete a medical examination.