Job Title:	**Innovation & Technology (IT) Analyst**
Department:	Innovation & Technology
Date:	April 24, 2022
FLSA Status:	Non-Exempt/Confidential Group
FLSA Exemption:	N/A
Job Reports To:	Chief Innovation Officer
Pay Grade:	14
Full/Part Time:	Full-time

Job Description

Summary/Objective

The City of San Jacinto is seeking a customer centric, technically skilled, team player with excellent interpersonal skills to fill the position of Innovation & Technology Analyst. Under direction of the Chief Innovation Officer (CIO), this individual is responsible for providing technical support, installation, and maintenance of software, hardware, and network applications or processes. Incumbents will prepare and track help desk related request as well as assist in hardware and software research, acquisition, ordering, and inventory. Performance expectations include the application of acquired job skills and procedural knowledge to perform a variety of complex systems analysis in the design, implementation, maintenance, and upgrades of information systems and supporting computer hardware and software applications; troubleshoots, analyzes and resolves systems and applications hardware and software problems; provides technical support and assistance to City end users. The work requires customer service skills as frequent contact with end users and coordination of multiple concurrent activities is an essential job duty.

This is a journey level classification responsible for independently performing the full range of technical and analytical support functions. This class is distinguished from the Innovation & Technology Technician classification by the performance of the full range of duties as assigned, working independently, applying well-developed technical and analytical knowledge, and exercising a high level of judgment and initiative. Incumbents receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Work is normally reviewed only on completion and for overall results.

Essential Job Functions *The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the following essential functions:*

1. Performs a variety of complex systems analysis in the design, implementation, maintenance and upgrades of information systems and supporting hardware and software applications; programs new applications or enhances existing programs.
2. Troubleshoots diagnoses and maintains complex enterprise network systems; monitors and maintains servers; ensures system integration for operability across multiple platforms and technologies.
3. Installs, integrates, programs, administers, and maintains a variety of computer operating systems; conducts system performance analysis and tuning; installs and maintains system software, files and structures.
4. Provides various application development support in response to staff needs including software installation, set-up and configuration, and troubleshoot user problems; maintains existing computer applications by modifying programs or implementing new programs; tests modified programs for possible errors and resolves as needed.
5. Installs/maintains system security related to security hardware and software; monitors security system to identify any breaches; activates procedures and responses to system security issues; provides recommendation to mitigate risk.
6. Analyzes computer management information systems to determine needed modifications or new development needs; designs, develops and implements systems.
7. Maintains and provides support to existing systems; provides technical answers to end-user requests for information on system use; responds to requests for major and minor system modifications; tests, debugs and installs programs.
8. Maintains system operation schedules and ensure the accurate performance of systems hardware, software, and communication systems; maintains accurate record of all data control processing; performs daily or regularly scheduled operations and data back-ups including monitoring and adjusting systems file limits and capacities as needed; regularly tests systems for backup processing and operational continuity.
9. Works with outside vendors to develop hardware and software recommendations to identify and correct causes of hardware, operating systems software, or application program malfunctions; and perform programming changes and enhancements.
10. Establishes and maintains security guidelines for individual program-level access, grants and/or revokes user access to applications.
11. Assists in the development and implementation of technology related protocols, policies, procedures and operating standards.
12. Conducts research and stays current on trends and innovative solutions for technology programs; recommends new technologies to improve operational effectiveness.
13. Coordinates a variety of innovation & technology projects; guides staff; maintains project definitions, work plans, documentation, scheduling, and status reporting.

Other Job Related Duties Performs related duties or responsibilities as assigned.

Conformance Statement

In the performance of their respective tasks and duties all employees are expected to conform to the following:

- Perform quality work within deadlines with or without direct supervision.
- Interact professionally with other employees, vendors, and elected officials.
- Work cooperatively and effectively as a team contributor on all assignments.
- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.
- Maintain the highest level of ethical behavior in all matters.

Competencies

1. Ethical Conduct
2. Time Management
3. Organization Skills
4. Project Management
5. Personal Effectiveness/Credibility

Qualification Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The following options outline a typical way to obtain the knowledge and abilities:

Option I: **Education:** Equivalent to a Bachelor's Degree in Computer Science, Information Systems, or closely related field

Experience: Two years of full-time work experience in computer science, information systems, data center operations, database administration or a related field.

Option II: **Education:** Equivalent to an Associate's Degree in Computer Science, Information Systems, or closely related field.

Experience: Three years of full-time work experience in computer science, information systems, data center operations, database administration or a related field.

Option III: **Education:** High School graduation or satisfactory equivalent (GED).

Experience: Five years of full-time work experience in computer science, information systems, data center operations, database administration or a related field.

Desired Licenses and Certificates:

- CompTIA Network+, CompTIA Security+, CompTIA CASP+, and/or Microsoft Office Specialist: Associate (Office 365 and Office 2019) certifications are desirable.

Condition of Employment

Must possess and maintain a valid California Driver's License and maintain a clean driving record for insurability through the City of San Jacinto. Failure to maintain license/insurability will result in disciplinary procedures including suspension without pay, demotion, and/or termination without Administrative or Judicial appeal.

Knowledge, Skills & Abilities

Knowledge of:

- Operations, services and activities of information systems programs.
- Principles and practices of computer science and information systems.
- Methods and techniques of troubleshooting, diagnosing, and resolving hardware and software, and network/telecommunication system issues.
- Industry best practices of information technology management and control.
- Principles and practices of system testing, analysis and security best practices.
- Methods and techniques of evaluating system effectiveness and responding accordingly.
- Operational characteristics of a variety of computer systems, networks and associated hardware, software and related components.
- Database principles and concepts.
- Methods and techniques of evaluating client information and technology requirements.
- Research and reporting methods, techniques, and procedures.
- Principles and practices of project management.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Recent and on-going developments, current literature, and sources of information related to the operations of information systems.
- Record keeping principles and procedures.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- Operation of Audio / Visual components

Ability to:

- Provide support for implementation and maintenance of various applications.
- Perform complex system analysis, design, development, and reporting duties.
- Detect, isolate and resolve application hardware and software issues.
- Design, install, configure, and test physical and virtual hardware and software applications and programs.
- Monitor reliability, effectiveness, and security vulnerability of operational systems.
- Work with end users to develop enhanced business process automation.
- Perform responsible and difficult information systems work involving the use of independent judgment and personal initiative.
- Evaluate, research, and diagnose complex user issues and implement solutions.
- Plan, organize, and carry out assignments assigned with minimal direction.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Evaluate and develop improvements in operations, procedures, or methods.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations.
- Effectively represent the department and the City in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize work, set priorities and meet critical time deadlines.
- Use English effectively to communicate in person, over phone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Work evenings supporting the City Council or Planning Commission meetings Audio / Visual and streaming services.

Skills:

- Attention to detail.
- Strong technical, analytical, and problem-solving skills.
- Customer focus and dedication to customer satisfaction.
- Excellent communication skills, both written and verbal.
- Strong initiative, self-motivation, and ability to complete tasks on time.
- Ability to work well in a fast-paced, team environment.
- This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, computer network servers and backup equipment, phones, photocopiers, filing cabinets and fax machines.

Work Authorization/Security Clearance

Must complete post-offer/pre-employment Department of Justice finger printing and background screening. Work authorization as required by the U.S. Citizenship and Immigration Services is mandatory within three business days of hire.

Disaster Service Worker Requirements

Under California Government Code Sections 3100 - 3109, public employees are designated as disaster service workers. The term "public employees" includes all persons employed by the state or any county, city, state agency, or public district. Disaster service workers are required to participate in such disaster service activities as may be assigned to them by their employer or by law.

Pre-Employment

All employment offers are contingent upon successful completion of a pre-employment physical exam, a criminal background investigation which includes finger printing and a Department of Transportation pre-employment drug/alcohol test.

Working Conditions, Mental and Physical Demands

The physical demands herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.

Work Environment

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Physical Demands

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; hearing and speech to communicate in person, before groups, and over the telephone; the ability to operate a motor vehicle and to visit other City locations.

This classification primarily works indoors and requires movement between work areas. Finger dexterity is needed to access, enter, and retrieve materials and data using a computer keyboard or calculator and to operate standard office equipment.

Positions in this classification bend, stoop, kneel, reach, crawl, push and pull when installing and repairing computers and various other equipment. Positions in this

classification occasionally lift and carry reports, records, and materials that typically weigh less than twenty-five (25) pounds. Employees may push wheeled carts loaded with materials or equipment weighing up to and occasionally more than seventy-five (75) pounds.

Essential Mental Functions

Regularly required to use written and oral communication skills, read and interpret data, analyze and solve problems; observe and interpret situations; interact with City staff.

Be able to make quick decisions, provide guidance and direction to others, problem solve, read, write, and speak publicly. Essential to be able to read, organize, process and interpret data, and be able to add, subtract, multiply and divide.

Supervisory Responsibility This position has no supervisory responsibilities.

Expected Hours of Work/Work Schedule

Monday – Thursday 7:00 AM – 6:00 PM (4x10 work week). Occasional evening and weekend work may be required as job duties demand.

Travel

Regular, local travel is expected for this position. In addition, out of town travel for conferences, workshops, and various training opportunities is likely.

Disclaimers and Approval

The disclaimer informs the employee that the job description is not a contract between the employee and the employer, that the employer may change the job description or that the employer may request the employee to perform additional duties.

This job description has been approved by all levels of management:

City Manager_____ Date 8/24/2022

Information Services Manager _____ Date 8-24-2022

Human Resources Kimberly Hitchcock Date 8/24/22

Disclaimers and Approval

This job description is not a contract between the employee and the employer. The employer may change the job description at any time and the employer may request the employee to perform additional duties.

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee_____ Date_____