EL DORADO IRRIGATION DISTRICT
Class Specification

CLASS TITLE: Information Technology Analyst I/Information Technology Analyst II

DEFINITION

Under supervision performs a variety of professional level duties related to technical and operational support, programming, and internal customer services for District departments; implements host systems, communications, geographic information systems and network infrastructure; and performs technical tasks related to evaluating, introducing, and maintaining information technology systems.

DISTINGUISHING CHARACTERISTICS

Information Technology Analyst I - This is the entry level class in the Information Technology Analyst series. Positions in this class typically have little or no directly related work experience. The Information Technology Analyst I class is distinguished from the II level by the performance of less than the full range of duties assigned to the II level. Incumbents work under general supervision while learning job tasks, progressing to direction as procedures and processes of assigned area of responsibility are learned.

Information Technology Analyst II - This is the journey level class in the Information Technology Analyst series and is distinguished from the I level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

SUPERVISION RECEIVED AND EXERCISED

Information Technology Analyst I

Receives general supervision from an Information Technology Program Manager.

Information Technology Analyst II

Receives direction from an assigned supervisor. May exercise technical and functional supervision over technical staff.

EXAMPLES OF ESSENTIAL DUTIES: the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.

Performs a variety of specialized, highly technical and complex computer database system or network system duties in support of specialized functions or programs.

Provides operation systems oversight to the District’s network and database infrastructure, including but not limited to programming, building, analyzing, diagnosing, maintaining, securing and operating various systems.
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Answers questions, responds to end-user requests in a timely manner; and provides information, assistance and training to personnel and departments on technology-related issues.

Coordinates information system activities with users; assists in the assessment of output requirements, data processing schedules, volume of transaction data and other factors to determine the level and type of computer information system support required.

Analyzes, diagnoses, tests and recommends, or provides appropriate solutions for problems with system, terminal, computer, E-mail, Internet, software, hardware, geographic information system, telecommunications or other technology related issues.

Stays current with technology advancements; develops and presents training to District staff on relevant technology related information, new equipment, and program upgrades.

Prepares and maintains documentation and instructions; maintains and updates manuals, codebooks, templates, web pages and related documents; and follows protocols and procedures.

Assists with research of solutions and the procurement of technology related equipment or services; researches specifications and costs; tests beta and experimental systems, programs, and equipment; and researches and prepares related reports with recommendations.

Acts as liaison between vendors, technical support, and departments to resolve system problems; resolves user problems and maintains user contact to assess needs, answer questions and provide technical information.

May plan, prioritize, and review the work of technical staff, develop schedules and methods to accomplish assignments, provide and coordinate staff training, and work with employees to correct deficiencies.

Provides technical assistance for desktop support issues; interviews, analyzes and documents end-user work processes and system requirements.

Builds and maintains positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Performs related duties as assigned.

When Assigned to Network Systems Administration:
Installs, configures, manages and supports the network, server and telecommunications infrastructure; monitors and maintains local and wide area computer network; manages network file and print server functions; creates and maintains user connectivity; creates user accounts based on established protocols; coordinates installation of network and application software.

Implements internal control, network security methodologies and other security systems for data, systems, hardware protection and recovery procedures; ensures timely and accurate back-up of
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Data; implements disaster recovery procedures as needed; maintains appropriate confidentiality of sensitive information.

Installs, configures, programs and tests servers, network systems and other computer related software and hardware; monitors systems and network resources; performs appropriate testing functions as needed; coordinates network and software upgrades; develops time and cost estimates for new projects and maintenance changes as needed.

Maintains availability of network systems; reviews system logs and trouble shoots network malfunctions; allocates and monitors server disk storage space for users on network; allocates and monitors server memory usage to insure efficient dynamic memory usage.

When assigned to Database Administration:
Provides technical support for the database environment; plans, designs, develops, modifies, tests and implements all aspects of database administration and relational database management system support including geographic information systems.

Prepares recommendations to users for the collection of data to be stored in tables; maintains/creates schematics, data models and/or schemas for databases; manages naming conventions and data dictionaries; performs routine maintenance to the organization's tables.

Implements and maintains database and data file security features and procedures to assure the integrity and security of data resources and maintains appropriate confidentiality of sensitive information.

Creates and maintains scheduled tasks to automate routine procedures and processes; develops test plans and scripts; monitors logs; implements and tests backup, restore and disaster recovery procedures.

Monitors, supports and oversees vendor software release cycles and deployment activities; develops time and cost estimates for new projects and maintenance changes as needed.

Reviews database utilization and performs tuning to ensure optimal performance; conducts and reviews tests of database servers to verify performance objectives and quality standards.

Creates tables, custom queries, and export/import data as needed; designs and creates reports.

Uses software to produce geographical analysis and graphical interpretations of data for maps and reports used by the District and outside agencies.

Develops and designs databases associated with GIS base mapping and subsequent map layers; creates and maintains data sets using a variety of databases; creates and interprets reports or maps as requested.
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QUALIFICATIONS

Information Technology Analyst I

Knowledge of:
Methods and techniques of evaluation and analysis of software, hardware, and application systems and for achieving efficient system utilizations. Principles and practices of business office automation and information technology including network systems, geographic information systems, database administration and operating systems, software and hardware, and telecommunications. Common application programming languages. Computer logic and capabilities, characteristics and limitations of automation systems. Principles and practices of systems and procedures analysis, and design, including procedures and methods for systems documentation.

Skill/Ability to:
Perform a variety of professional level duties related to technical and operational support, programming, and internal customer services for District departments. Work efficiently and effectively with various software, hardware, operating systems, databases, network systems, geographic information systems and telecommunications systems to include installation, upgrade, maintenance and trouble shooting. Write and perform programming functions in appropriate computer languages. Monitor computer information system utilization and recommend appropriate revisions to processes. Develop and test programs; prepare test data, and test and debug application programs. Establish and maintain effective working relationships with those contacted in the course of work. Communicate clearly and concisely, both orally and in writing. On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures. On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

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

Experience:
One year of professional level information technology technical and operational support and programming is desirable.

Education:
Equivalent to a Bachelor’s degree from an accredited college or university in computer science, information systems, network administration or a related field.

SPECIAL QUALIFICATIONS
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License and Certificate:
Possession of, or ability to obtain, a valid California driver’s license at the time of appointment. Individuals who do not meet this requirement due to physical disability will be reviewed on a case-by-case basis.

Information Technology Analyst II

In addition to the qualifications for the Information Technology Analyst I:

Knowledge of:
Computer technology, system analysis, programming techniques, and computer and system capacity. Networks, database, geographic information systems, Internet, hardware and software technology. Troubleshooting methods to resolve difficult system problems. Database security standards and file and recovery methods, and techniques. Principles and practices of technical and functional supervision and training.

Skill/Ability to:
Independently perform a variety of professional level duties related to technical and operational support, programming, and internal customer services for District departments. Develop, revise, install, and utilize automated systems and procedures. Analyze and develop functional and technical requirements and specifications and conduct feasibility studies. Operate and maintain hardware and software systems. Integrate various software applications. Conduct research and analysis to solve technical and administrative problems and recommend alternatives. Provide technical and functional supervision over assigned staff; effectively train staff.

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

Experience:
Three years of responsible experience similar to Information Technology Analyst I with the El Dorado Irrigation District.

Education:
Equivalent to a Bachelor’s degree from an accredited college or university in computer science, information systems, network administration or a related field.

SPECIAL QUALIFICATIONS

License and Certificate:
Possession of, or ability to obtain, a valid California driver’s license at the time of appointment. Individuals who do not meet this requirement due to physical disability will be reviewed on a case-by-case basis.
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Director of Human Resources

Established: 08/18/2009
Revised: 05/26/2010
FLSA: Exempt
Unit: Non-Safety