INFORMATION SYSTEMS ANALYST, SENIOR

DEFINITION
Under direction, performs the more complex, specialized work in the design and implementation of county computer information systems and local and wide area networks; provides a variety of user support; assists with the integration of database systems with other information systems; facilitates and assists with the development of computer networks within the county and other entities; provides support and training for other personnel on the use of databases, computer networks, and information systems; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is the most advanced journey level in the Information Systems Analyst class series. Incumbents perform the most difficult, complex computer information system and network development and maintenance work under the general direction of department management. Incumbents also provide a variety of user support. Incumbents also conduct training and provide lead direction for others. This class is distinguished from Information Systems Analyst III in that Information Systems Analyst III is the intermediate journey level with incumbents performing less complex work assignments and not regularly exercising lead worker responsibilities.

Information Systems Analyst, Senior incumbents are responsible for the design and implementation of larger scale projects including installation of key systems, as well as specialized systems analysis. Positions are normally allocated in this series based on the complexity of the computerized information systems and networks which they develop and regularly maintain, as well as the level of incumbent skills and knowledge. Incumbents in this class must be willing and able to work occasional evenings, weekends, and/or holidays.

SUPERVISION RECEIVED AND EXERCISED
Reports to the Deputy Information Officer, or Chief Information Officer or their designee. May be assigned lead work and work coordination responsibilities for other staff.

EXAMPLES OF ESSENTIAL DUTIES
Class specifications are intended to present a descriptive list of the scope of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

- Performs a variety of the more complex work in the development and maintenance of computer information systems and local and wide area networks.
- Regularly interfaces with contractors, vendors, and consultants.
- Designs, installs, configures, upgrades, troubleshoots, repairs, and maintains networking and technical infrastructure equipment.
- Analyzes software conflicts, hardware problems, and the operation and integration of desktop workstations within the county network.
- Monitors complex LAN and server operations, checking for error and warning indicators and taking corrective action.

- Serves as project coordinator for network and software related projects.
- Supports and maintains user access and security for electronic resources.
- Develops systems and applications to enhance the efficiency and productivity of county and department functions and services; may develop applications and modify existing applications to facilitate system operations and efficiency.
- Installs and configures software for stand-alone personal computers and/or networks, coordinating with hardware and software vendors to provide installation and support services.
- Provides technical assistance on computer information systems, uses and applications to county and department management and staff; trains others in the use of computer equipment and applications.
- Receives, prioritizes, and responds to user requests for assistance, problem-solving, and other services.
- Works with the Information Technology Director in the development of computing policies and procedures.
- Maintains current knowledge of the field including new and existing software, applications, databases, and hardware.
- Represents the information technology department or a department's information technology unit with other county departments, vendors, and agencies.
- Performs related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:
- Fundamentals of network design and project planning and management.
- Thorough knowledge of the OSI model and its practical application in a business computing environment.
- Thorough knowledge of computing theory, principles, and practices and the application thereof to computer information system development and maintenance.
- Thorough knowledge of networking protocol theory and the TCP/IP protocol.
- Internet protocols and services such as HTTP, FTP, DNS, SMTP, POP3, etc.
- Thorough knowledge of information security management and network perimeter protection.
- Principles and practices of work planning, evaluation, training, and project coordination in a team environment.
- Analytical techniques for documenting user department network requirements and translating user requirements into design specifications.
- Development and use of computer networks and communications systems.
- Maintenance, operations, and repair of computers and associated peripheral equipment.

Ability to:
- Monitor and maintain existing systems to ensure the accuracy and timeliness of information services.
- Identify hardware malfunctions and facilitate repairs.
- Prepare a variety of reports.
- Effectively manage and supervise the development of configuration/maintenance records associated with systems management.
- Gather, organize, analyze, and present a variety of information.
- Effectively represent the information technology department or a department's information technology unit with other staff and agencies.
- Regularly work well under pressure, meeting multiple and sometimes conflicting deadlines.
- Constantly demonstrate cooperative behavior with colleagues, supervisors, and customers/clients.

Licensing and Certifications:

Possession of a valid California driver's license.

Education and Experience:

Completion of sixty (60) semester or ninety (90) quarter units from an accredited college or university with major course work in a technical field such as computer science, management information systems or a closely related field and two (2) years' work experience in the installation, repair and maintenance of computer based systems and equipment which included some experience in network environment utilizing information services principles and techniques.

OR

Three (3) years of work experience in the installation, repair and maintenance of computer based systems and equipment which included some experience in network environment utilizing information services principles and techniques comparable to that of an Information Technology Technician II with the County of Lake.

WORKING CONDITIONS, ADA, AND OTHER REQUIREMENTS

The County of Lake is an equal opportunity employer. The County of Lake will comply with its obligations under the law to provide equal employment opportunities to qualified individuals with disabilities.

Positions in this class typically require sitting, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, hearing, seeing, and repetitive motions.

Light Work: Exerting up to 25 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for light work.

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 25 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Incumbents generally work in an office environment with adequate light and temperature. There may be occasional exposure to extreme temperatures, loud noise, fumes, noxious odors, dust, mist, gases, poor ventilation, and underground, confined or restricted workspaces. Incumbents may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Disaster Service Workers: As members of the County of Lake Emergency Services Organization, all County of Lake employees are designated as Disaster Service Workers during a proclaimed emergency and may be required to perform certain emergency services at the direction of the department/county.

Travel: Positions in this class may require local and statewide travel as necessary.

may be modified or revoked without notice. Terms and conditions of employment are determined through a "meet and confer" process and are subject to the Memorandum of Understanding currently in effect.