



Class Code: 04-1167

FLSA: Non-exempt

EEO: 03

Bargaining Unit: 04

INFORMATION SYSTEMS ANALYST III

DEFINITION

Under general supervision, assists with the development of county computer information systems and 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 computer networks and information systems; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is the first experienced working level in the Information Systems Analyst class series. Incumbents perform computer information system and network development and maintenance work under the general supervision of department management. Incumbents also provide a variety of user support. This class is distinguished from Information Systems Analyst II in that Information Systems Analyst II performs a broader scope of work on a more independent basis. This class is distinguished from Information Systems Analyst II in that Information Systems Analyst III is the advanced experienced level with incumbents given more complex assignments working at the highest level of independence and are expected to be more skillful in resolving network and system problems.

Positions are generally allocated in this series based on the complexity of the computer 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, through the Information Systems Analyst, Senior or other supervisor reporting to the Chief Information Officer or their designee. This is not a supervisory classification.

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 work in the development and maintenance of computer information systems, communication systems, and networks.
- Installs and configures software for stand-alone personal computers and/or networks.
- May diagnose equipment malfunctions, repair, and maintain computing, communications, and networking equipment.
- Works closely with vendors to resolve problems.
- 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.
- Assists with facilitating the development of computer networks.
- Works with the Information Technology Director, Deputy Information Technology Director, and/or other management staff in the development and utilization of computer services.
- Represents the information technology department or a department's information technology unit with

- other county departments, vendors, and government agencies.
- Performs related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- Substantial understanding of common network and PC operating systems and the practical applications in a business environment.
- Substantial knowledge of computing theory, principles, and practices and the application thereof to computer information system development and maintenance.
- Substantial knowledge of the OSI model and its practical application in networking systems.
- Substantial knowledge of networking protocol theory and the TCP/IP protocol.
- The fundamentals of information security, including common network security issues and firewall configuration and management.
- Substantial knowledge of the use of common word processing, spreadsheet, database, and other business-related applications.
- The installation and maintenance of common network operating systems.
- Development and use of computer networks and communications systems.
- Maintenance, operation, and repair of computers and associated peripheral equipment.

Ability to:

- Effectively troubleshoot network connectivity using TCP/IP troubleshooting tools.
- Provide technical support for end users in the use of desktop hardware and software as well as the use of network applications.
- Assemble, configure, and maintain desktop personal computer and communications hardware.
- Install, configure, and maintain networking equipment including, but not limited to, routers, switches, hubs, print servers and file servers.
- Install, maintain, and support end-user applications.
- Design, implement and maintain network cabling systems including the pulling, termination, and certification of copper and fiber optic cabling, installation of patch panels, racks, and other termination equipment.
- Read, understand, interpret, and apply information from various technical manuals and trade publications.
- Perform computer-related purchasing tasks for departments, including bid preparation, and simple contract negotiation and management, adhering to county purchasing ordinances.
- Analyze county computing, communications and networking needs and assist with development of technology solutions to meet those needs.
- Monitor and maintain existing systems to ensure the accuracy and timeliness of information services.
- Analyze software problems and facilitate corrections.
- Identify hardware malfunctions and facilitate repairs.
- Prepare a variety of reports.
- Effectively manage 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, or ability to obtain, an appropriate 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.

OR

Two (2) years of work experience in the installation, repair and maintenance of computer based systems and equipment comparable to that of an Information Systems Analyst II with the County of Lake.

Additional directly related experience and/or education may be substituted on a year-for-year basis.

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.

The contents of this class specification shall not be construed to constitute any expressed or implied warranty or guarantee, nor shall it constitute a contract of employment. The County of Lake assumes no responsibility beyond the general accuracy of the document, nor does it assume responsibility for any errors or omissions in the information contained herein. The contents of this specification 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.