



Class Code: 04-1165  
FLSA: Non-exempt  
EEO: 03  
Bargaining Unit: 04

## **INFORMATION SYSTEMS ANALYST I**

### **DEFINITION**

Performs a variety of professional, technical, and analytical duties in the design, oversight, coordination, and operation of an automation system, including enterprise, client/server and desktop systems and networks; duties include work in the areas of user and system requirements analysis, network administration and maintenance, and/or applications development, and maintenance; and performs related duties as assigned.

### **DISTINGUISHING CHARACTERISTICS**

Information Systems Analyst I is the entry/trainee level in the Information Systems Analyst series. This is the entry and first working level in the I Information Systems Analyst class series. Incumbents perform basic computer information system and network development and maintenance work with guidance and supervision. Incumbents also provide a variety of user support. This class is distinguished from Information Systems Analyst II in that Information Systems Analyst II is the second level and first fully experienced level with incumbents performing a broader range of assignments under less supervision.

Incumbents are expected to promote to Information Systems Analyst II after one year of satisfactory performance at the trainee level. Information Systems Analyst I differ from the class of Systems Support Analyst in that the latter class' primary responsibility is as the main first level user support resource for automated systems. Information Systems Analyst uses technical knowledge and analytical skills to determine, design, and implement necessary changes to the county's information systems, including enterprise, client/server and desktop systems and networks. Information Systems Analyst I, duties are performed at the trainee level.

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**

Supervised by Information Systems Supervisor, no supervision or lead duties exercised.

### **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.

- Oversees and coordinates the planning, development and use of the department's information systems and services, including enterprise, client/server and desktop computer systems and networks and telecommunications networks.

- Analyzes, detects, identifies, documents, and corrects technical problems and deficiencies.
- Installs and integrates personal computer software and hardware.
- Performs second-level help desk activities, providing more complex technical.
- Supports system software and hardware.
- Refers more difficult problems to appropriate personnel or vendors.
- Interprets county, state, and federal regulations to determine impact on assigned system functions.
- Develops system modifications to ensure compliance with regulations.
- Monitors and collects data on system performance.
- Participates in developing, implementing, and coordinating operating policies and procedures related to the department's automated system.
- Consults with and advises staff and users on technical problems, legal and system requirements, and county policies and procedures that impact operation of the computer system; solves system problems; tracks reported problems through resolution.
- Authorizes system access to users.
- Confers with users to assess computer system needs, including software and hardware, network enhancements, connectivity, etc. and makes recommendations to management regarding purchases.
- Assists in planning for expansion and utilization of the computer infrastructure on a departmental level.

#### **Network/Server Administration Option (In addition to the general duties)**

- Manages the data communication network that links multiple computers and users, and also manages servers.
- Installs, configures, and troubleshoots networked equipment including hardware, software, and peripheral equipment.
- Evaluates and tests system and network upgrades.
- Monitors network traffic, performance and security and recommends changes to enhance services.
- Investigates, analyzes, and resolves complex network related problems.
- Performs network administration, adding, modifying, and removing user profiles and related permissions.
- Plans and coordinates the relocation of network resources and infrastructure.
- Designs, installs, configures, and supports interconnectivity between a variety of electronic systems.

#### **Application Development Option (In addition to the general duties)**

- Analyzes client information regarding business requirements and recommends technology solutions.
- Designs, develops, tests, builds, implements, maintains, and enhances computer application systems that perform automated business processes to meet departmental needs.
- Prepares specifications.

- Designs logic flow diagrams, screens, file structures, reports, forms, and menus.
- Performs quality assurance tasks.
- Tests and de-bugs application.
- Develops technical documents, including procedures.
- Provides training on new application systems to users.

## **MINIMUM QUALIFICATIONS**

### **Knowledge of:**

- Operation of various types of computer and peripheral equipment.
- Principles, procedures, techniques, nomenclature, and operation of computer systems.
- Computer equipment maintenance procedures, hardware configurations, and operating principles.
- Capabilities, limitations, characteristics, and uses of computer information systems, related hardware, various software application programs and operating systems.
- Telecommunications and networking equipment, maintenance procedures, hardware and software configurations, and operating principles.
- Techniques of personal and group instruction and training.
- Procedures necessary to maintain the integrity and security of data in the automated system.
- Principles and practices of technical problem solving.
- Work methods and techniques employed by department staff including documentation and reporting requirements.
- Business system applications.

### **Network/Server Administration Option (In addition to the general KAs):**

#### **Knowledge of:**

- Logical and physical network design.
- Standard networking concepts and practices, including server/networking administration.
- Networking equipment, switches, routers, internet protocols, firewalls.
- Data communication concepts and principles.
- Network security policies, techniques, and procedures.
- Network documentation, configuration, maintenance and diagnostic procedures and techniques.

### **Application Development Option (In addition to the general KAs)**

#### **Knowledge of:**

- Business system analysis.
- Database applications.
- Principles and practices of database development.
- Programming languages.

#### **Ability to:**

- Evaluate and interpret automated information systems from a user perspective.

- Analyze departmental data system needs and requirements; identify goals and objectives, and problems; examine alternatives; develop conclusions and recommendations; and implement solutions.
- Prepare clear and concise reports, documentation, and other written materials.
- Read and comprehend written material on a wide variety of technical subjects.
- Organize work, set priorities, meet critical deadlines, and follow up on assignments with a minimum of direction.
- Perform routine installations of computer equipment and related peripherals, install common software, and troubleshoot personal computer hardware and software problems.
- Establish and maintain effective working relationships with all persons contacted during the course of work, including clients, users, and senior managers.
- Maintain confidentiality of information.
- Communicate clearly and concisely, both orally and in writing.
- Write and maintain logs of work performed and actions taken to solve information system problems in a clear and concise manner.

### **Licensing and Certifications:**

Possession of a valid California driver's license.

Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.

### **Education and Experience:**

Pattern 1: Equivalent to an Associate's degree or completion of an approved certificate program in computer science, information systems technology, management information systems or a related field.

AND

One (1) year of full-time experience in the Interagency Merit System performing duties of an Information Systems Technician; OR One (1) year of full-time experience analyzing, installing, maintaining and troubleshooting computer hardware, software and network devices, which includes working with various operating structures and database structures. (Additional qualifying experience can be substituted for the educational requirement on a year-for-year basis).

OR

Pattern 2: One (1) year of full-time experience in the design, oversight, coordination, and operation of a department's automation system; which includes, depending upon the option recruited for professional experience in network/server administration or application development. 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.