INFORMATION TECHNOLOGY ANALYST

GENERAL DEFINITION OF WORK

Individuals in this classification provide professional services under close supervision.  Job assignments which fall under this classification in the Department of Administration are:  End User Services Analyst, Network Analyst, Systems Analyst, and Information Analyst.

DISTINGUISHING FEATURES OF THE CLASSIFICATION

This is a broad classification in which the employees are professionals in one of the above areas.  They have developed beginner to intermediate skills in specific areas and are continuing to add to their skill and experience level.  Work is performed under close supervision.  Principal Information Technology Professional and Senior Information Technology Professional level employees are used as mentors and leaders on complex and large technical projects.  Work is performed independently on less complex and smaller projects.  Individuals must be able to take responsibility for prioritizing and completing their work in their assigned areas.  They must be able to analyze information and problems, evaluate alternatives, resolve problems, implement solutions, and maintain existing applications.  They may work on teams for large projects and must be able to function as a team member.  They are responsible for implementing new applications and for ensuring that existing systems are performing in a secure, efficient, and effective manner.  To advance to the Senior or Principal level, they must demonstrate that they are achieving new competencies in addition to experience.  Individuals typically select one area to concentrate in at this level and work toward developing advanced level expertise in that area.

QUALIFICATION REQUIREMENTS

Essential Knowledge and Abilities

1.  Considerable knowledge of modern principles and practices of information technologies.
2.  Ability to analyze, follow through, resolve problems, implement solutions, and maintain existing applications.
3.  Ability to plan and organize projects and workload.
4.  Ability to research and evaluate information and make appropriate recommendations.
5.  Ability to prepare and maintain detailed and accurate records and reports.
6.  Ability to communicate effectively, both orally and in writing.
7.  Ability to work independently.
8.  Ability to function as a team member.
9.  Ability to establish and maintain effective working relationships with co-workers, employees at all levels of the County, vendors, contractors, consultants, and the public.
10.  Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic, and professional backgrounds, and persons of all ages and lifestyles.

Training and Experience

1.  High School Diploma or GED.
2.  Three (3) years of progressively responsible work experience in one or more applicable areas such as technology operations, applications and systems analysis, support, and development, network administration and support, database administration and support or a closely related field.
3.  Post high school education from a recognized technical school, college, or university in an applicable technology area or a closely related area may substitute for the work experience on a year-for-year basis.