



SYSTEMS ANALYST

Bargaining Unit: Professional Employees' Group

DEFINITION

Under general direction, the Systems Analyst maintains and deploys the city's information technology infrastructure, which includes the servers, software, databases, cloud services, and network and communication infrastructure. In addition, acts as a second level support for complex helpdesk issues.

CLASS CHARACTERISTICS

The Systems Analyst a journey-level classification. Incumbents, as assigned, are responsible for providing requirements analysis, design, configuration, maintenance, and troubleshooting services for network, security, servers, operating systems, and infrastructure. Incumbents are responsible for supporting various infrastructure projects and programs within the City, including network security. Work of the Systems Analyst requires the consistent exercise of discretion and judgment, using knowledge, to analyze and interpret information and make recommendations.

EXAMPLES OF DUTIES (*illustrative only*)

- Maintains servers and related infrastructure; provides advanced level support for applications and desktops, backup and recovery; maintains telephone and email servers, call manager servers, call accounting, and web-based software maintenance and support.
- Installs, modifies, and repairs network hardware, software, and devices.
- Maintains and supports directory and authentication services, email and collaboration services and application provisioning.
- Interfaces with vendors to obtain required equipment and software in a timely manner while ensuring proper audit, documentation and budget controls are met.
- Ensures security through access controls, backups and firewalls.
- Provides technical assistance and support for incoming alarms and issues related to IT infrastructure.
- Monitors system performance, usage of system resources and troubleshoots any issues or outages.
- Maintains daily performance of backend infrastructure systems & tools
- Ensures virus monitoring and detection software is up to date and installed on all machines.
- Prepares daily health check report and runs through findings at health check meeting.
- Documents internal procedures, policies, topology drawings and process flows.
- Writes training manuals for end users and peer supported technology.
- Oversees asset management related to networking equipment such as servers, routers and switches.

- Leads and/or participates in helpdesk activities; establishes criteria for priority and urgency response; performs the most difficult troubleshooting and problem resolution related to hardware and software issues.
- Manages IT projects involving multiple City departments.
- Assists in the development and implementation of goals, objectives, policies and procedures, and work standards of the department.
- Maintains safe working conditions for the workforce and public.

QUALIFICATIONS

Knowledge Of:

- Principles and practices of computer operating systems, analysis, design and documentation.
- Computer operating systems, local area networks and data communications software and hardware and network technology and environment.
- Servers, server operations and operating systems.
- Computer Aided Dispatching, Emergency 911 and Records Management Systems requirements and functions, Transaction Processing systems support, Mobile Computer Terminal application support, and Computer to Computer inter-systems communications
- Computer operating methods, languages and procedures.
- Current internet standards and web usability and information architecture.
- Networking and telephony standards and principles.
- Principles and techniques of various Internet and data communication systems.
- Internet security practices and standards.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone, written or electronically.

Ability To:

- Maintain confidentiality as necessary.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Analyze, troubleshoot, install and maintain highly technical and complex operating programs.
- Provide advanced end-user support, including researching user complaints and issues and answering technical questions.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.

Licenses and Certificates:

Possession of a valid Class C California Driver's License with a satisfactory driving record.

Education and Experience:

Any combination equivalent to experience and education that provides the required knowledge, skills and abilities would be qualifying. A typical way to obtain the knowledge, skills and abilities would be:

Bachelor's degree in Computer Engineering, Computer Science, Information Systems, Digital Media, Interaction Design or a closely related field and four (4) years of progressively responsible professional level work performing duties similar to that of a Systems Analyst.

WORKING CONDITIONS, ADA AND OTHER REQUIREMENTS

The City of Union City is an equal opportunity employer. The City of Union City 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.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Incumbents generally work in a typical office environment with adequate light and temperature.

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