EL DORADO IRRIGATION DISTRICT
Class Specification

CLASS TITLE: Senior Information Technology Analyst

DEFINITION

Under direction performs highly technical information technology implementation and support functions for District technology systems. This includes operating systems, database management, business applications, geographic information systems, cyber security, virtualization, voice communications and network infrastructure; to identify and implement physical and virtual infrastructure needs; to manage large, complex projects; to identify and implement enterprise applications and database needs, and to manage operational systems such as host systems, network infrastructure and communications.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey professional level class in the Information Technology Analyst series. Positions in this class are team leaders and/or technical specialists who define problems and propose solutions. The Senior Information Technology Analyst class is distinguished from the Information Technology Analyst II by the size, sensitivity, and complexity of the projects assigned; discretion exercised over technical issues, problems and resolutions; and the high level of team leadership exercised. Employees in this class may provide technical and functional supervision over others. Employees in this class are highly customer and team-oriented and work with peers, outside organizations and management in an effective and professional manner.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned management personnel.

Exercises technical and functional supervision over professional and technical staff.

EXAMPLES OF ESSENTIAL DUTIES: *the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.*

Recommends information systems architecture involving integration of multiple platforms, vendor products and technologies; provides high level technical leadership, analysis, expertise, and guidance.

Coordinates and monitors information technology operational systems for the District technology infrastructure, including analyzing, diagnosing, maintaining, and troubleshooting database systems, geographic information systems, network systems including routers, switches, and servers.

Consults with clients on projects; advises on project feasibility studies including time and cost estimates and recommends solutions; acts as team leader and/or technical specialist for large, sensitive, broad based and complex projects affecting many users, departments and outside organizations; coordinates the activities of District and contract personnel through all phases of information technology projects; plan, guide, and track information for technology projects.

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Provides technical advice and recommends policies, procedures, enhancement and acquisition of computer hardware, software and services; assists in planning for long term technology infrastructure including service delivery implications.

Participates in the development of and advises management on information technology strategy and technology deployment; assists management in establishing program and production goals, priorities and major work schedules; develops cost and budget analyses or forecasts; assists in determining long-range staff requirements.

Stays current with technology advancements; develops and presents training to District staff on relevant technology related information, new equipment, and program upgrades.

Acts as liaison between vendors, technical support, and departments to resolve system problems; resolves user problems and maintains user contact to assess needs, answer questions and provide technical information.

Prepares and maintains documentation and instructions; maintains and updates manuals, codebooks, templates, web pages and related documents; and follows protocols and procedures.

Plan, prioritize, and review the work of technical and professional staff, develop schedules and methods to accomplish assignments, provide and coordinate staff training, and work with employees to correct deficiencies.

Develops computer programs or databases using computer based languages, as appropriate; performs other programming functions and modifications.

Builds and maintains positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Performs related duties as assigned.

When Assigned to Infrastructure Administration:
Evaluates, plans, designs, recommends and implements physical and virtual IT infrastructure technologies, including but not limited to, wide-area and local-area networks, VoIP, server hardware, network operating systems, network protocols, storage arrays, storage and recovery protocols, virtualization technologies, network security and client workstation equipment including Cisco, Microsoft and Vmware technologies; evaluates new technologies and products, implements management tools.

Coordinates the activities of District technical personnel and contract personnel during major and minor infrastructure problems; provide problem status, oral and written, to management; focuses on preventing and resolving network and system problems.

Evaluates response time, utilization and error data and provides traffic analyses, capacity planning and network/system designs as required; monitors and tunes operating system to resolve performance issues.

Identifies, selects, designs and implements policies, conventions and standards for computer and network systems; acts as security specialist and assists in developing security policies and procedures.

Provide written and oral status reports on assigned projects, system activity, scheduled network maintenance and network account information.

When Assigned to Database Administration:
Provides technical support and leadership for the database environment; plans, administers and coordinates all aspects of and activities related to design, implementation and operation of large and complex database systems; integrates complex systems for interoperatibility over multiple platforms and technologies.

Develops and maintains standards, procedures and methodologies for effective operation, access, control, backup and recovery of databases.

Develops methodology for the ongoing assessment of database performance; identifies and resolves conflicts arising over the creation, control, and use of data; develops and enforces database use guidelines.

Evaluates operations and makes recommendations about GIS program direction and procedure modifications; develops or assists in developing policies, procedures, goals and objectives for GIS processes.

QUALIFICATIONS

Knowledge of:
Effective report writing, documentation and research for highly complex technical work. Principles and practices of good team building, team leadership and conflict resolution methodologies. Advanced budgeting procedures and techniques related to complex project work. Advance principles and practices of business office automation and information technology, including network infrastructure, database administration, geographic information systems and operating systems. Advanced principles and practices of project management and work flow analysis. Common application programming languages. Principles and practices of application systems and procedures analysis and design. Principles and practices of good customer services. Advanced principles and practices of systems and procedures analysis and design. Security systems and methodologies for network computer and communications systems. Standards and protocols for data communications and methodologies for database management. Troubleshooting techniques used in resolving operational problems with computer software. Pertinent local, State and Federal laws, ordinances and rules. Principles and practices of work safety.

Skill/Ability to:
Train multiple team members in the use of complex technical equipment and software. Lead, coordinate and track activities of numerous agencies and departments participating in projects. Lead, train, assign, schedule and review the work of staff. Develop and recommend policies and procedures related to assigned projects. Manage meetings effectively. Diagnose problems of the

most complex nature. Work independently researching and proposing solutions to technical problems of the most complex nature. Effectively work with employees from multiple departments, with contract employees and outside vendors to complete information technology projects. Conduct analysis of alternatives; develop and review a technical support plan; write computer programs to meet department-specific needs for internal and external users, including database programs and geographic information systems, in accordance with standards and practices. Analyze and define problems, identify appropriate alternative solutions, project consequences of proposed actions and coordinate and implement recommendations in support of goals. Interpret and explain pertinent District and Department policies and procedures. Maintain confidentiality of information. Maintain and update highly technical and complex manuals, codebooks and computer control tables. Ability to maintain regular and predictable attendance, subject to applicable medical and disability leave laws. Prepare and maintain documentation for systems procedures, such as network applications troubleshooting, backup and recovery procedures. Provide on-call duties and service during off hours, nights, weekends, and holidays. Work with various cultural and ethnic groups in a respectful, tactful and effective manner. Communicate clearly and concisely, both orally and in writing. On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information. On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 30 pounds or less.

Experience and Education:
Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:
Two years of responsible experience similar to Information Technology Analyst II with the El Dorado Irrigation District.

Education:
Equivalent to a Bachelor's degree from an accredited college or university in computer science, information systems, network administration or a related field.

SPECIAL QUALIFICATIONS

License and Certificate:
Possession of, or ability to obtain, a valid California driver's license at the time of appointment. Individuals who do not meet this requirement due to physical disability will be reviewed on a case-by-case basis.

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Director of Human Resources   Date

Established: 08/18/2009
Revised: 05/26/2010, 04/18/2023
FLSA: Exempt
Unit: Non-Safety