

**TOWN OF GILBERT  
CLASS SPECIFICATION  
IT Analyst**

<u>CLASS SERIES</u>	<u>BAND/GRADE/SUBGRADE</u>	<u>FLSA STATUS</u>
Information Technology	C41 – C44	Exempt

**CLASS SUMMARY:**

This class is the second level in the Information Technology series. Incumbents are: responsible for working with clients to understand and define needs, develop and recommend solutions, and plan for implementation and integration of solutions into the current business processes including user training in software applications; responsible for the operation, administration, and maintenance of the systems and network infrastructure and services including maintenance of servers, directories, databases, data warehouses, exchanges, hosts for systems, LAN and WAN connectivity, disaster recovery, hardware, workstations, VPN, firewalls, and security; and/or, responsible for developing, integrating, and supporting information systems, programs, databases, and applications.

**ESSENTIAL DUTIES:**

*This class specification represents only the core areas of responsibilities; specific position assignments will vary depending on the needs of the department.*

**PERCENT OF  
TIME**

Actively participates and accomplishes organizational, departmental and workgroup goals and objectives.	Daily 100%
Exhibits a service orientation toward internal and external customers and maintains productive working relationships.	Daily 100%
Analyzes processes, applications and user requirements to define needs and automate or improve existing systems and/or infrastructure. Identifies problems related to systems or operations. Researches and reviews system capabilities and limitations, makes recommendations, and implements or plans and coordinates the implementation of solutions.	Daily 30%
Monitors operating performance of and maintains servers, systems, applications and/or databases ensuring effective operation, security and integrity. Performs maintenance and participates in hardware and/or software planning and replacement. Manages configuration, updates, testing and installation.	Daily 30%
Provides customer service in support of systems, hardware, software, and technology processes, workflows and procedures. Develops and implements user training. Provides user support of escalated IT issues including needs analysis and problem resolution.	Daily 15%
Develops and prepares reports, files, procedures, data sets, websites, and/or other documents and customizes existing applications and reports. Acts as a liaison for end-users in support of data needs and reporting.	Weekly 10%

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Performs other duties of a similar nature and level as assigned.	As Required
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**POSITION SPECIFIC RESPONSIBILITIES MIGHT INCLUDE:**

Positions assigned to **Audio/Visual Support** may be responsible for:

- Configuring, installing and maintaining audio/visual systems and equipment;
- Providing end user technical support and problem resolution of audio/visual systems and related issues;
- Evaluating user requirements, researching products, recommending and delivering audio/visual systems and equipment solutions

Positions assigned to **GIS Support** may be responsible for:

- Administering and maintaining SQL server database tables, indexes, and security;
- Customizing GIS software by creating applications to simplify processes for end users;
- Creating automated processes for data analysis and data transformation.

Positions assigned to **Multi-Media** may be responsible for:

- Developing and managing websites and applications for mobile devices and personal computers;
- Creating and implementing graphic and user interface design concepts across all media;
- Implementing and managing social media for communications and outreach.

Positions assigned to **Infrastructure** may be responsible for:

- Monitoring systems, analyzing needs, researching and facilitating the purchase and implementation of IT solutions;
- Supporting, troubleshooting, installing and maintaining information systems;
- Designing and providing network and data storage configuration;
- Providing and implementing system security, system backup and disaster recovery planning.

Positions assigned to **Applications and Systems** may be responsible for:

- Analyzing user needs, researching, developing, customizing, testing and implementing custom system solutions;
- Monitoring, administering and maintaining server systems and applications software;
- Performing backup and recovery functions;
- Installing and configuring systems and equipment;
- Creating and providing end user training, presentations, and documentation;
- Tracking, ordering and maintaining computer inventory

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### **TRAINING AND EXPERIENCE:**

Bachelor's Degree and five years of information technology experience with 3 years related to the area of assignment; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

### **LICENSING/CERTIFICATIONS:**

Depending on area of assignment, requires:

- Avaya Site Administration Certification
- Cisco Certified Network Associate
- FCC General Radiotelephone Operator License
- A+ Certification
- Network+ Certification
- Microsoft Certified IT Professional
- OnBase System Administrator Certification
- Valid Arizona Driver's License

### **KNOWLEDGE OF:**

- Relevant system and communications technology and specifications;
- System design and architecture related to technology supported;
- Application maintenance;
- Modern office equipment.

### **SKILL IN:**

- Analyzing, processing and documenting technology information;
- Troubleshooting and resolving problems, identifying root cause of problems;
- Assessing technology risks;
- Managing projects;
- Managing vendor contracts and relations;
- Providing user support and training;
- Utilizing a computer and relevant software applications;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

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### IT Analyst

#### **ADA AND OTHER REQUIREMENTS:**

Positions in this class typically require: stooping, kneeling, crouching, reaching, walking, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or 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.

Incumbents may be subjected to operating a motor vehicle, moving mechanical parts, electrical currents, vibrations, on-call 24/7 availability, and travel.

Incumbents may be required to have 24/7 on-call availability.

Depending on assignment, may be required to successfully pass background investigation.

#### **WORKING TITLES WITHIN CLASS SPECIFICATION:**

Audio/Visual Analyst – C41  
Mobile Application Analyst – C41  
Multi-Media Analyst – C41  
Applications Analyst – C42/C43  
Systems Analyst – C43  
Desktop Analyst – C42  
GIS Administrator C43  
Network Administrator – C43  
Applications Administrator – C43/C44  
Communications Engineer – C44  
Systems Engineer – C44  
Telecom Engineer – C44

#### **NOTE:**

*The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.*

#### **CLASS HISTORY INFORMATION:**

*Draft prepared by Fox Lawson & Associates LLC (BS)  
Date: (10/12)*

*Draft finalized by Gilbert Human Resources (TT)  
Date: (05/13)*