

TECHNOLOGY SOLUTIONS ANALYST I/II

DEFINITION

To provide professional information technology support to an assigned operating department including business systems analysis, system hardware and software support, and project management; and to document and analyze existing procedures and business requirements for the development and revision of computer applications and business processes through technology solutions.

DISTINGUISHING CHARACTERISTICS

Technology Solutions Analyst I: This is the entry-level class in the Technology Solutions Analyst series. This class is distinguished from the journey level by the performance of more routine tasks and duties assigned to positions within this series. Employees at this level are not expected to perform with the same independence of direction and judgment on matters allocated to the journey level. It is expected the incumbents will possess either extensive operational knowledge or a fundamental knowledge of information technology support and have the ability to learn technical documentation and analytical methods to improve operations.

Technology Solutions Analyst II: This is the full journey professional level class in the Technology Solutions Analyst series. Employees within this class are distinguished from the Technology Solutions Analyst I by the performance of the full range of duties as assigned including difficult or complex work. As incumbents gain skill and experience they are expected to work with greater independence on more varied assignments and must apply breadth and depth of knowledge in the system software configuration and business analysis. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the entry level.

SUPERVISION RECEIVED

Technology Solutions Analyst I: Receives general supervision from the Information Technology Director; and receives technical and functional supervision from the assigned operating department director.

Technology Solutions Analyst II: Receives direction from the Information Technology Director; and receives technical and functional supervision from the assigned operating department director.

SUPERVISION EXERCISED

Technology Solutions Analyst I: None.

Technology Solutions Analyst II: Exercises technical and functional supervision over less experienced professional staff; and may exercise direct supervision over technical staff.

ESSENTIAL DUTIES

Duties may include but are not limited to the following:

Provide assistance to management in the development of information technology strategy usage; define implementation to ensure that business targets and objectives are met; document business rules, functional requirements and determines the best information technology business practices.

Act as a technical resource for staff, identify and evaluate alternatives and recommend business process re-engineering through information systems; initiate and obtain consensus standardizing operational procedures where possible; assist in identifying potential and required changes to business practices and procedures; analyze and determine how existing jobs and workflow will change; define strategies for the transition from old to new procedures, where necessary.

Recommend contractor selection and assist with vendor and contract management; monitor technical agreements with vendors.

Provide targeted professional support for specific department programs or applications; test programs and applications from the user's perspective.

Analyze regulatory rules and issues to identify impact on current information technology operations.

Prepare and maintain project plans, budgets and work plans.

Perform complex configuration, modification, testing and implementation of vendor software; develop, coordinate and implement plans to test business and functional processes during system development and quality assurance testing.

Conduct systems analysis; develop business requirements; design functional specifications; write source code; test application; implement application to appropriate users; prepare system, user and code documentation.

Manage, coordinate and implement department web projects; perform web development and project management including database coordination; conduct web security technical patch analysis; perform web technical incident response planning and handling including security disaster recovery; perform web technical quality assurance, web utility scripting and coding, Internet technical liaison (webmaster functions), and web site technical analysis and portal management; perform trend tracking; act as web technical trainer.

Essential Duties (continued):

Develop and review technical Feasibility Study Report and Request for Proposals; assist with grant writing as necessary.

Participate in defining requirements, development, design and validation of new automated systems.

Plan, coordinate and direct conversion from legacy system and the implementation / ongoing maintenance of new computer system.

Conduct legal compliance patch analysis.

Perform technical trouble shooting and on-call support.

Research available technologies, prepare cost/benefit analysis, evaluate and recommend solutions related to the program assigned.

Manage and execute installation upgrades and system patches; track problems and requests for system enhancements and equipment upgrades and resolve problems as they occur.

Serve as a trainer for staff regarding new procedures and software applications; demonstrate the software application systems; prepare written procedures and training materials for staff.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Follow City policies and procedures.

Work in a safe manner at all times.

Perform related duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Technology Solutions Analyst I:

General principles of business operations and methods, and assigned business unit's operations.

Principles and practices of information technology.

Verbal and written presentation techniques and practices.

Current computer equipment, procedures, applications and systems.

JOB RELATED AND ESSENTIAL QUALIFICATIONS (continued):

Knowledge of:

Characteristics and principles of common computer equipment, operating systems and applications software.

Principles and practices of good customer service.

Principles and practices of work safety.

Technology Solutions Analyst II: *(in addition to the qualifications for Technology Solutions Analyst I)*

Process analysis, testing, and troubleshooting/problem solving.

Principles of organizational behavior and change management.

Principles and practices of project management and workflow analysis.

Trends and current developments in technology as it relates to business functions and operations.

Ability to:

Technology Solutions Analyst I:

Work independently and as a cooperative, contributing member of a team.

On a continuous basis, sit at desk and in meetings for long periods of time; bend, squat, climb, kneel and twist when performing installation or repair of equipment; perform simple and power grasping, pushing, pulling and fine manipulation; and lift heavy weight.

Learn process analysis, testing, and troubleshooting/problem solving.

Learn to create flowcharts and prepare technical reports.

Learn to install computer equipment and software and assist in the development of operating procedures.

Learn to analyze data, work methods, procedures, and operational needs and develop appropriate solutions.

Learn to diagnose and develop logical, reliable solutions to problems with applications, communications and operating systems and initiate corrective action.

JOB RELATED AND ESSENTIAL QUALIFICATIONS (continued):

Ability to:

Read, concentrate, comprehend and retain technical information on computer products and systems.

Write procedures and documentation for problems, solutions and standards.

Maintain the confidentiality of information.

Provide on-call duties and service during off hours, nights, weekends, and holidays.

Communicate technical issues to individuals with varying degrees of computer familiarity.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a respectful, tactful and effective manner.

Communicate clearly and concisely, both orally and in writing.

Technology Solutions Analyst II: *(in addition to the qualifications for Technology Solutions Analyst I)*

Analyze and diagnose complex software problems and determine effective technological solutions.

Install computer equipment and software.

Train others in the installation of computer equipment and software.

Analyze, develop, document and train effective operating procedures and methods targeted towards greater quality of work product and efficiency.

Organize and manage multiple complex projects and priorities and perform a variety of work assignments effectively.

Create flow-charts and prepare complex technical reports.

Independently analyze data, work methods, procedures, and operational needs and develop appropriate solutions.

Diagnose and develop logical, reliable solutions to problems with applications, communications and operating systems and initiate corrective action.

JOB RELATED AND ESSENTIAL QUALIFICATIONS (continued):

Ability to:

Prepare effective oral and written presentations.

Lead teams and groups in discussions and meetings to reach consensus regarding technological solutions.

EXPERIENCE AND EDUCATION

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

TECHNOLOGY SOLUTIONS ANALYST I

Experience: Two years of journey level professional operational experience in assigned department.

Education: Equivalent to a Bachelor's degree from an accredited college or university with major course work in business administration, public administration, computer science, or a related field.

Licenses and Certificates: Possession and maintenance of, or ability to obtain, a valid driver's license may be required. Proof of adequate vehicle insurance and medical clearance may also be required.

TECHNOLOGY SOLUTIONS ANALYST II

Experience: Two years of professional level technology solutions experience similar to a Technology Solutions Analyst I with the City of Hayward.

Education: Equivalent to a Bachelor's degree from an accredited college or university with major course work in business administration, public administration, computer science, or a related field.

Licenses and Certificates: Possession and maintenance of, or ability to obtain, a valid driver's license may be required. Proof of adequate vehicle insurance and medical clearance may also be required.

SPECIAL REQUIREMENTS

Essential duties require the mental and/or physical ability to: work in a standard office environment and use standard office equipment and current software; grasp, perform repetitive hand movements and fine coordination to prepare documents and data using a computer keyboard and mouse/trackball; sit for prolonged periods of time; walk, stand, crouch, reach, twist, turn, kneel, bend, squat, stoop, and safely lift and move equipment and material weighing up to 35 pounds; converse by telephone, by email, in person, and to small or large groups and be clearly understood; read and comprehend legal, technical, and complex documents, interact with the public and all different levels of City staff in an effective and professional manner; and safely drive to various locations throughout the City and County to travel to fulfill assigned duties. Essential functions must be performed with or without reasonable accommodation.

PROBATIONARY PERIOD: One year

CS12

Created October 2012

AAP GROUP: 4

FPPC STATUS: Non-Designated

FLSA STATUS: Exempt