

## **DIRECTOR OF INFORMATION TECHNOLOGY**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **DEFINITION**

Under the general administrative direction of the Deputy City Manager, to plan, direct, manage, and supervise the activities and operations of the Information Technology Department including maintaining technology applications, architecture, and infrastructure; maintaining and overseeing the on-going technology sourcing efforts for applications, maintenance, voice, data, and broadcast services; directing the City's Information Technology Systems architecture to identify, prioritize, and implement technology principles, business application needs and investments; to oversee the security and auditing of technology services, data and records; to provide highly responsible and complex administrative support to the Deputy City Manager; and to perform other related duties as assigned. This is a single-incumbent "at-will" position serving at the pleasure of the City Manager.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general administrative and policy direction from the Deputy City Manager.

Exercises general supervision over management, supervisory, professional, technical, and clerical staff as assigned.

**ESSENTIAL FUNCTION STATEMENTS**--*Essential responsibilities and duties may include, but are not limited to, the following:*

#### **Essential Functions:**

- Plans, prioritizes, and manages the day-to-day operations of the Information Technology Department, including design of network and systems architecture and configurations, system acquisition, installation, and servicing plans; hardware and software requirements and usage; security and disaster recovery plans; and technology focused data, voice, and broadcast services.
- Assists and participates in the development and implementation of goals, objectives, policies, and procedures in order to provide effective and efficient information technology standards and protocols for the City.
- Assists and participates in the development and administration of a comprehensive long-term strategic plan for information systems needs for the City, including centralized computer applications, data exchange, communications, security, video, and broadcast functions.
- Oversees technical and automated systems within the City, including prioritizing requests for applications development or enhancement, hardware and software standards, equipment acquisition and replacement.
- Assists in identifying current and future needs of the City and determining the feasibility of new programs and services.

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**Director of Information Technology**  
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- Responsible for the development and administration of the department budget; assists in the forecast of funds needed for staffing, equipment, materials, and supplies; reviews expenditures and requests budgetary adjustments as appropriate and necessary.
- Administers and monitors vendor contracts to ensure compliance with performance measurements, timelines, and budget.
- Plans, directs, and coordinates the department's work plan; assigns projects and programmatic areas of responsibility; reviews and evaluates work methods and procedures; meets with staff to identify and resolve highly sensitive and/or complex problems.
- Trains, motivates, and evaluates department personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures; and responds to staff questions and concerns.
- Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and directs the implementation of changes.
- Analyzes a variety of organizational and operational studies and recommends modifications to policies and procedures as appropriate; prepares and presents staff reports, memos, documents, and other necessary correspondence.
- Represents the department, as assigned, to other departments, elected officials, and outside agencies; coordinates assigned activities with those of other departments, vendors, and outside agencies and organizations.
- Participates in citywide programs and initiatives as assigned; meets with City staff and provides guidance on department programs; serves as staff on a variety of boards, commissions, and committees.
- Explains, justifies, and defends programs, policies, and activities; responds to and resolves sensitive and controversial internal and external concerns, questions, and problems; contacts departments involved and provides direction and assistance as necessary to correct issues.
- Participates as part of the City's Emergency Operations Center when activated.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of information technology, management, and administration.
- Provides technical assistance and guidance to the City Manager, commissions, and boards, and to other City departments in matters relating to Information Technology programs and activities; makes necessary recommendations through oral and written reports.
- Performs related duties and responsibilities as required.

**QUALIFICATIONS**

**Knowledge of:**

- Principles and practices of current information technology, development and administration.
- Principles and practices of current business systems and administration.
- Principles, practices and techniques of program and systems analysis, planning, development, administration and evaluation.
- Principles and techniques of programming, including the analytical and procedural steps to be followed in the development, modification and testing of business systems applications.
- Hardware and software procurement, integration and acquisition.
- Contract negotiation, maintenance and oversight; vendor management and bid processes.
- Telecommunication equipment functions and capabilities.
- Principles, practices and techniques of customer support management.
- Project planning and management techniques.
- Management principles and practices, including program budgeting and management, oversight and monitoring.
- Organizational design and development.
- Multi-project planning, schedule and control.
- Principles, practices and techniques of supervision, training and staff development.
- Principles of business correspondence and report writing.
- Principles and practices of budget preparation and administration.
- Principles of supervision, training, and performance evaluation.
- Pertinent Federal, State, and local laws, codes, and regulations.
- Methods and techniques of scheduling work assignments.
- Standard office procedures, practices, and equipment including a computer and applicable software.
- Methods and techniques for record keeping and report preparation and writing.
- Proper English, spelling, and grammar.
- Occupational hazards and standard safety practices.

**Ability to:**

- Manage and direct a comprehensive information technology program.
- Develop and administer departmental goals, objectives, and procedures.
- Analyze and plan for future information technology requirements.
- Analyze and assess programs, policies and operational needs and make appropriate adjustments.
- Identify and respond to sensitive community and organizational issues, concerns, and needs.
- Plan, organize, direct, and coordinate the work of lower level staff.
- Delegate authority and responsibility.
- Select, supervise, train, and evaluate staff.
- Analyze problems, identify alternative solutions, evaluate potential consequences of proposed actions, and implement recommendations in support of goals.
- Research, analyze, and evaluate new service delivery methods and techniques.
- Present ideas and concepts persuasively before groups or in written publication.
- Prepare clear and concise administrative and financial reports.
- Prepare and administer large and complex budgets.
- Interpret and apply applicable Federal, State, and local policies, laws, and regulations.
- Communicate clearly and concisely, both orally and in writing.

- Establish and maintain effective working relationships and commutations with others.
- Work weekends, evenings, and attend special events as required.

**Experience and Training Guidelines**

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

**Experience:**

Five (5) years of increasingly responsible experience in information systems, computer systems and analysis, and administering technical services, which included two (2) years of management or supervisory experience. Experience working with municipal police department systems is preferred.

**Training:**

A Bachelor's degree from an accredited college or university with major course work in computer science, information technology, business management, information systems, or a related field, or any combination of education and experience that provides equivalent knowledge, skills, and abilities. A Master's degree in a related field is desired.

**Licenses and Certifications**

Possession of a State of California driver's license and the ability to maintain insurability under the City's vehicle insurance program.

**WORKING CONDITIONS:**

**Environmental Conditions:**

The work environment characteristics described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions with exposure to computer screens, and the noise level is usually quiet.

**Physical Conditions:**

Essential functions may require maintaining physical condition necessary for sitting for prolonged periods of time.

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands:**

While performing the duties of this job, the employee is regularly required to sit, walk, and stand; talk and hear; use hands to finger, handle, feel, or operate objects, tools or controls; reach with hands and arms; perform repetitive movements of hands or wrists; climb or balance on ladders or stairs; stoop, kneel, and bend at the waist; crouch or crawl; and smell. The employee is frequently required to lift up to 45 pounds unaided.

Specific vision abilities required for this job include close vision, distance vision, use of both eyes, depth perception, color vision, and the ability to adjust focus.

**Mental Demands:**

While performing the duties of this class, an employee uses written and oral communication skills; reads and interprets data, information, and documents; analyzes and solves problems; uses math, and mathematical reasoning; observes and interprets people, and situations; learns and applies new information and skills; performs highly detailed work; deals with changing deadlines, constant interruptions, and multiple concurrent tasks; and interacts with others encountered in the course of work.

**CAREER PROGRESSION**

FROM: Director of Information Technology

TO: Deputy City Manager

Revised 10/11/21

## INFORMATION TECHNOLOGY SUPERVISOR

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.*

### **DEFINITION**

Under general direction, to coordinate and supervise the City's or Police Department's information technology environment including network, data communications, telecommunications, and other related technological services; oversee the maintenance, design, development, evaluation, and replacement of infrastructure systems including internet, intranet, data communications systems, equipment, and related security systems; lead various infrastructure upgrade projects involving conversions, migrations, and implementation strategies; assist in the preparation and administration of the information systems budget; supervise assigned personnel; and perform related duties as required.

### **DISTINGUISHING CHARACTERISTICS**

This is a professional supervisory level classification within the Information Technology Series. Incumbents exercise leadership in overseeing and performing highly responsible project management and technical duties in establishing and maintaining a secure and reliable Information Technology infrastructure for the City, or Police Department, as assigned. The application of professional and technical knowledge and skills is required in the research, analysis, planning, and implementation of effective strategies and approaches, and requires frequent use of independent judgment. Assigned duties and responsibilities will require work to be performed during and outside of normal office hours, weekends, and holidays.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Information Technology Manager, or Police Lieutenant, as assigned.

Exercises general supervision over technical support staff, as assigned.

**ESSENTIAL FUNCTION STATEMENTS**--*Essential responsibilities and duties may include, but are not limited to, the following:*

1. Recommends and implements policies, procedures and standards relating to computer activities; provides staff assistance in the implementation of project recommendations.
2. Supervises the development, design, installation, repair and maintenance of hardware and software systems to meet the needs of Police Department or user departments; determines information requirements and further defines the nature of projects.
3. Prepares feasibility and needs assessment studies to address the current and future information systems needs of Police Department or user departments.
4. Conducts research and performs analysis; prepares and presents reports regarding project feasibility studies, equipment utilization, project development and cost applications.
5. Advises and provides technical assistance to City or Police Department personnel and subordinates regarding information systems related issues, information systems applications, services or equipment; supervises and participates in the training of City or Police Department personnel in the uses and capacities of information systems equipment.

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**Information Technology Supervisor**  
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6. Manages WAN (Wide Area Network) and LAN (Local Area Network) operations, and applicable routers, switches, firewalls, servers, and related software.
7. Maintains the City's logical and physical security strategy; proactively implements policies, configurations and patches to information technology to drastically reduce the risk of internal or external malicious data tampering.
8. Designs, implements and maintains an effective mission-critical data back-up strategy and disaster contingency.
9. Supervises and participates in the procurement process by planning for future supply needs, maintaining inventory of supplies, researching and preparing bid specifications, inviting vendors to bid and accepting bids; researches, evaluates and makes recommendations on information system acquisitions.
10. Assigns work to subordinate personnel, providing instructions and answering questions; coordinates the scheduling and completion of work by determining operational priorities and resolving workload problems; reviews work for accuracy and completeness; evaluates work techniques and methods for conformance to established standards.
11. Participates in the selection of employees; conducts staff training and development; reviews and evaluates employee performance.
12. Participates in the development and administration of the information systems budget; prepares budget projections.
13. Responds to calls related to computer problems.
14. Provides assistance to the public, committees, and other agencies; responds to inquiries and provides information regarding City or Police Department policies, procedures and other information relating to information systems; attends meetings, conferences and trainings related to information systems.
15. Supervises the installation, repair, maintenance, inspection, and adjustment of mobile base stations, portable radios, satellite receivers, communications consoles, alarm circuits, closed circuit video, public address system, vehicle emergency and siren systems, vehicle radios and antennas, and facilities systems, including generator.
16. Researches, prepares, and monitors grant applications and other alternative funding sources; administers grant-funded projects; monitors financial grant compliance and prepares grant reimbursement requests.
17. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of Information Technology and issues related to area of assignment; incorporates new developments as appropriate.
18. Maintains professional proficiency in information systems technologies and certifications to be able to meet current needs and plan for future needs.
19. Oversees contracts to ensure compliance with project requirements.
20. Performs related duties and responsibilities as required.

**QUALIFICATIONS**

**Knowledge of:**

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**Information Technology Supervisor**  
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- Principles, structure, and organization of public sector agencies.
- Methods, principles and practices as related to business and management information systems.
- Operational characteristics, services, and activities of a comprehensive information technology environment.
- Principles and practices of project management.
- Principles and practices of research and report preparation.
- Principles and practices of budget preparation and administration.
- Principles of supervision, training, and performance evaluation.
- Modern office procedures, methods and equipment including computers and applicable word processing and spreadsheet applications.
- Recent developments, current literature, and sources of information related to information technology programs.
- Federal, State, and local ordinances, policies, and procedures related to information technology.
- Federal Communications Commission regulations.
- UNIX and Windows operating systems.
- Methods of securing network infrastructures from physical, social and network security threats and eliminating system vulnerabilities.
- Information systems development, design and implementation.
- Methods, materials, and equipment used in the construction, repair, and maintenance of radio communications systems and related devices associated with mobile radio operations.
- Administration and operation of personal data assistants, personal computers, and network equipment.
- TCP/IP communication protocols in WAN/LAN environments.
- Client server computing strategies.
- Methods of implementing digital systems to increase staff efficiency.
- Systems and programming, including knowledge of data base systems and languages compatible with the City or Police Department's computer systems.
- City or Police Department policies and procedures, and general office procedures.
- Operation, application, and care of information systems equipment.

**Ability to:**

- Plan, organize, develop, and coordinate a comprehensive information technology environment for user departments or the Police Department.
- Recommend and implement goals, objectives and procedures.
- Analyze and assess policies and operational needs, and make appropriate recommendations for adjustments.
- Interpret and apply Federal, State, and local policies, laws, and regulations.
- Coordinate multiple projects and meet critical deadlines.
- Communicate clearly and concisely, orally and in writing.
- Prepare and administer program and grant budgets.
- Prepare and present clear and concise studies and reports.
- Analyze problems, identify alternative solutions, and implement recommendations.
- Research and prepare complex and technical reports on information systems or other subjects.
- Develop, revise and utilize systems and procedures.
- Plan, direct and coordinate information systems activities.
- Select, train, supervise and evaluate employees.
- Provide liaison to other City or Police Department personnel, other agencies and the public; establish and maintain effective relationships with others, including the community at large, the City Council



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and other public officials; professionally represent the City or Police Department in a variety of meetings.

- Respond to emergency and problem situations in an effective manner.
- Deal constructively with conflict and develop effective resolutions.
- Understand, explain and apply policies and procedures.
- Analyze unusual situations and resolve them through application of management principles and practices and in accordance with City or Police Department policies and procedures.
- Develop comprehensive plans and procedures to meet and address future City or Police Department needs and services; develop new policies impacting City or Police Department operations.
- Independently analyze informational requirements and needs, examine alternatives, develop and implement recommendations and programs within budgeted amounts.
- Perform complex professional administrative and analytical work requiring sensitivity to issues.
- Make decisions concerning equipment needs, scope of assignments, and allocation of computer time.
- Resolve complex mission critical issues or unusual situations without the aid of external technical support.
- Maintain a variety of records and an adequate supply inventory.
- Occasionally use hand tools to install, repair, and maintain a variety of equipment.
- Work weekends, evenings, and attend special events as required.
- May be required to work on call (nights and weekends) to respond to emergency and problem situations.

**Experience and Training Guidelines**

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

**Experience:**

Five years of increasingly responsible information systems and network administrative experience including at least two years at a lead or senior level.

**Training:**

A Bachelor's degree in computer science, information systems management, or related field, or any combination of education and experience that provides equivalent knowledge, skills, and abilities; or certification as a Microsoft Certified System Engineer.

**Licenses and Certifications:**

Possession of a State of California driver's license and the ability to maintain insurability under the City's vehicle insurance program.

**Special Requirements:**

Positions in the Police Department require the successful completion of a comprehensive background check and appropriate security clearance.

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**WORKING CONDITIONS**

The work environment characteristics and physical/mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Environmental Conditions:**

Employees generally work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with staff and/or the public and private representatives in various settings including the field or remote offices for meetings. The incumbent will be exposed to outdoor environmental elements on a limited basis.

**Physical Demands:**

Must possess mobility to work in a standard office setting including use of standard office equipment, including a computer; to operate a motor vehicle; to visit various City sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Must be able to sit for prolonged periods of time. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 35 pounds.

**Mental Demands:**

While performing the duties of this class, an employee uses written and oral communication skills; reads and interprets data, information, and documents; analyzes and solves problems; uses math, and mathematical reasoning; observes and interprets people, and situations; learns and applies new information and skills; performs highly detailed work; deals with changing deadlines, constant interruptions, and multiple concurrent tasks; and interacts with others encountered in the course of work.

**CAREER PROGRESSION**

FROM: Information Technology Supervisor

TO: Information Technology Manager

Revised 10/11/21

## INFORMATION TECHNOLOGY MANAGER

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.*

### **DEFINITION**

Under general direction of the Director of Information Technology, to manage the planning, budgeting, implementation, maintenance, and security of City-wide information technology tools, including information systems, facilities, software, equipment, communications, staffing and training; ensure that systems development proceeds in a logical, integrated fashion to meet the needs of the City and its operating departments; oversee the City's inventory of its capital investment in information technology tools; supervise and evaluate assigned personnel; provide assistance to management on special projects as necessary; and to perform related duties as required.

### **DISTINGUISHING CHARACTERISTICS**

This is a professional level managerial classification within the Information Technology Series. Incumbents assigned to this classification are responsible for managing and implementing Information Technology services provided to the City, and representing the Information Technology Department in consulting with department directors and employees of the City in evaluating their information technology needs, assessing what services the City can provide at a reduced cost, and conveying system specification to leadership throughout the organization to facilitate implementation. This classification has responsibility for coordinating and overseeing the work of assigned departmental personnel across functional lines of responsibility, and direct the daily operations of assigned technical staff. Incumbents assigned to this class will manage all automated applications, oversee customer service, and interact with other departments/divisions as needed to accomplish stated goals and objectives. Assigned duties and responsibilities will require work to be performed during and outside of normal office hours, weekends, and holidays.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Director of Information Technology, as assigned.

Exercises general direction/supervision over professional and technical support staff, as assigned.

**ESSENTIAL FUNCTION STATEMENTS**--*Essential responsibilities and duties may include, but are not limited to, the following:*

1. Plans, organizes, leads, and manages assigned staff, operations and budget of the City's Information Technology environment including network, data communications, telecommunications, and other related technological services.
2. Manages and sets priorities for the proper maintenance, design, development, and evaluation of infrastructure systems such as Local Area Networks (LAN), Wide Area Networks (WAN), Internet, Intranet, data communication systems, and related security systems.
3. Reviews and conducts feasibility studies; evaluates, and plans for various infrastructure upgrade projects; oversees conversions, migrations, and implementation strategies.

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**Information Technology Manager**  
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4. Oversees the maintenance, management and replacement cycle of infrastructure equipment; determines hardware and system software needs; and maintains appropriate inventory of equipment.
5. Prepares RFPs and evaluates bid proposals and specifications for infrastructure projects; prepares contracts, project plans, scope of work, status and summary reports and correspondence.
6. Develops and implements the City's Information Technology disaster recovery plan.
7. Develops operational standards, policies, and procedures for the Information Technology Infrastructure group including project management, network, and database analysis services.
8. Participates in developing and implementing overall Information Technology objectives, strategies, performance measures, service level agreements, and plans with other Information Technology managers and staff.
9. Supervises, trains, assigns work, monitors, and evaluates assigned staff and consultants.
10. Provides technical advice and assistance to managers and staff to ensure efficient data communication, telecommunication, database services, and other computer systems.
11. Stays current with new technologies, trends and related practices in the industry, and determines when and if new technology is appropriate for the City.
12. Attends meetings and conferences; makes presentations; and represents the Information Technology Department at special functions and events.
13. Provides staff assistance to the Director of Finance; participates on a variety of committees; prepares and presents staff reports and other necessary correspondence.
14. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of Information Technology and issues related to area of assignment; incorporates new developments as appropriate.
15. Maintains professional proficiency in information systems technologies and certifications to be able to meet current needs and plan for future needs.
16. Oversees contracts to ensure compliance with project requirements.
17. Performs related duties and responsibilities as required.

**QUALIFICATIONS**

**Knowledge of:**

- Principles, structure, and organization of public sector agencies.
- Operations, services and activities of a comprehensive information technology systems program.
- Principles and practices of technology systems program development and implementation.
- Management skills to analyze programs, policies and operational needs.
- Principles and practices of project management.

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**Information Technology Manager**  
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- Principles and practices of research and report preparation.
- Principles and practices of budget preparation and administration.
- Operation and maintenance of a variety of computer and network operating systems
- Advanced principles and practices of systems design, programming, data conversion and information technology.
- Methods and techniques of evaluating information technology requirements.
- Modern applications of a variety of computer hardware and software components, including specific City-wide enterprise applications.
- Principles and practices of performing cost/benefit analysis.
- Uses, capacity, operational characteristics and limitations of computer hardware and software.
- Principles of supervision, training and performance evaluation.
- Modern office procedures, methods and equipment including computers and applicable word processing and spreadsheet applications.
- Recent developments, current literature, and sources of information related to information technology programs.
- Federal, State, and local ordinances, policies, and procedures related to information technology.
- Federal Communications Commission regulations.

**Ability to:**

- Oversee and participate in the management of a comprehensive information technology program.
- Analyze software and hardware requirements for the City.
- Troubleshoot and resolve computer systems malfunctions.
- Test and evaluate computer software.
- Develop information technology systems solutions to business operation requirements.
- Oversee, organize, direct and coordinate the work of professional and technical staff.
- Select, supervise, train and evaluate staff.
- Oversee the development and implementation of complex information technology projects.
- Develop and administer departmental goals, objectives, and procedures.
- Prepare clear and concise administrative and technical reports.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Research, analyze, and evaluate new service delivery methods and techniques.
- Interpret and apply Federal, State and local policies, laws and regulations.
- Communicate clearly and concisely; both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Respond to emergency and problem situations in an effective manner.
- Deal constructively with conflict and develop effective resolutions.
- Understand, explain and apply policies and procedures.
- Analyze unusual situations and resolve them through application of management principles and practices and in accordance with City policies and procedures.
- Develop comprehensive plans and procedures to meet and address future City needs and services; develop new policies impacting City Information Technology operations.
- Make decisions concerning equipment needs, scope of assignments, and allocation of computer time.
- Resolve complex mission critical issues or unusual situations without the aid of external technical support.
- Work weekends, evenings, and attend special events as required.
- May be required to work on call (nights and weekends) to respond to emergency and problem situations.

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**Information Technology Manager**  
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**Experience and Training Guidelines**

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

**Experience:**

Five (5) years of increasingly responsible professional level experience in information technology program administration including two (2) years of administrative and supervisory responsibility in management, leadership planning and operations. Experience in the public sector is strongly preferred.

**Training:**

Bachelor's degree from an accredited college or university with major course work in Computer Science, Information Technology, Network Administration, or a related field; or any combination of education and experience that provides equivalent knowledge, skills, and abilities.

**Licenses and Certifications:**

Possession of a State of California driver's license and the ability to maintain insurability under the City's vehicle insurance program.

**Special Requirements:**

Positions in the Police Department require the successful completion of a comprehensive background check and appropriate security clearance.

**WORKING CONDITIONS**

The work environment characteristics and physical/mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Environmental Conditions:**

Employees generally work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with staff and/or the public and private representatives in various settings including the field or remote offices for meetings. The incumbent will be exposed to outdoor environmental elements on a limited basis.

**Physical Demands:**

Must possess mobility to work in a standard office setting including use of standard office equipment, including a computer; to operate a motor vehicle; to visit various City sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Must be able to sit for prolonged periods of time. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull

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**Information Technology Manager**  
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drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 35 pounds.

**Mental Demands:**

While performing the duties of this class, an employee uses written and oral communication skills; reads and interprets data, information, and documents; analyzes and solves problems; uses math, and mathematical reasoning; observes and interprets people, and situations; learns and applies new information and skills; performs highly detailed work; deals with changing deadlines, constant interruptions, and multiple concurrent tasks; and interacts with others encountered in the course of work.

**CAREER PROGRESSION**

FROM: Information Technology Manager

TO: Director of Information Technology

Revised 10/11/21

## **INFORMATION TECHNOLOGY NETWORK ADMINISTRATOR**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **DEFINITION**

Under general direction of the Information Technology Manager, to provide expert technical system administration for physical and virtual servers, related technologies, and devices, and applications; maintain, analyze, design, implement, and manage an enterprise Local Area Network (LAN)/Wide Area Network (WAN)/Metropolitan Area Network (MAN) comprised of converged technology for data, voice, video, security, wireless, fiber, and copper infrastructure; focus administration and planning of the unified LAN/WAN/MAN wired and wireless technology used by the City; identify and mitigate issues related to network vulnerability, traffic, and protocol problems on clients, servers, and the data flow infrastructure; and to perform a variety of technical tasks related to assigned areas of responsibility.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Information Technology Manager, and/or Information Technology Network Engineer, as assigned.

May exercise technical and functional supervision over technical staff as assigned.

**ESSENTIAL FUNCTION STATEMENTS**--*Essential responsibilities and duties may include, but are not limited to, the following:*

#### **Essential Functions:**

1. Plan, design, develop, implement, and maintain the City's, wireless, wide, and local area networks and infrastructure.
2. Act as an expert systems administrator for physical and virtual servers on the City's network.
3. Evaluate and implement current and emerging technology appropriate to enhance reliability and extend the capabilities of the City's environment.
4. Monitor network operations to identify traffic flow, latency, and capacity issues; develop, recommend, plan, and implement new technologies and services to satisfy capacity and performance requirements.
5. Lead or participate in the evaluation and selection of hardware and software applicable to City network needs; coordinate the installation and maintenance of servers, clients, circuits, and data communications equipment; configure routers, switches, concentrator, firewalls, and other network devices.
6. Monitor network security and performance including adding applications, users, and devices; identify unauthorized access and potential security risks; recommend and participate in projects to enhance network security.



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7. Perform DBMS backup/recovery/tuning and monitor data integrity; develop and maintain system security and firewall requirements based on City standards and department needs.
8. Investigate, configure, and maintain complex physical technology including, but not limited to, wireless, wide, and local area networks, servers, workstations, and printers; develop and implement backup and disaster recovery for physical and virtualized systems.
9. Investigate, configure, and maintain complex virtual technology including, but not limited to, virtual private networks, virtual local area networks, virtual servers, and virtual workstations; assist in the migration of systems from physical hardware to virtual systems.
10. Investigate, configure, and migrate physical servers to virtual environments, virtual servers to physical environments, and develop distributed backup/failover/migration plans for business continuity in a disaster.
11. Investigate and implement Domain to Domain connections including authentication, use, and restriction of access to systems across Domains, and appropriate firewall, and auditing/tracking technologies.
12. Investigate, recommend, and configure wireless technology with new and existing networks.
13. Document configurations and potential security issues and solutions in integrating wireless access to networks.
14. Perform technical writing in the development and production of system documentation, instruction, and procedural manuals.
15. Interact with managers, staff, vendors, and consultants regarding the City's computer resources and services.
16. Attend and participate in professional group meetings; stay current on essential knowledge and practices by obtaining necessary training, and subsequently providing the latest training and assistance to staff on use of applications as appropriate.
17. Provide user support and training for computer, network, e-mail, security, database, and web systems and hardware.
18. Prepare various reports of server and system use and maintain a detailed inventory and records of repairs.
19. Plan, prioritize and schedule work and tasks for project team members.
20. Assist in performing technical tasks including installing, trouble-shooting, testing, repairing, servicing, and customizing computers, telephones, audio visual systems, voicemail, pagers, mobile devices, and supporting software and services.
21. Assist in providing computer users with equipment, software programs, and application procedures.
22. Performs other duties as assigned.

**QUALIFICATIONS**

**Knowledge of:**

- Operational characteristics of computer systems.
- Operation, design, configuration, services, and troubleshooting of wireless, wide, and local area network systems.
- Client-server networking, hardware, and software.
- Server administration utilities, troubleshooting tools, scripting, and communication protocols.
- Industry standard computer, server, printer, communications, security, anti-virus, anti-spam, anti-spyware, database, and collaboration hardware and software products.
- Methods and techniques of developing technical manuals, instructional materials, and teaching students.
- Principles and practices of network security, threat assessment, intrusion prevention, intrusion detection, intrusion containment, and forensic security investigation.
- Principles and practices of project management.
- Methods, techniques, and tools for evaluating network performance, capacity, and topology.
- Operations and characteristics of a breadth of computer systems, applications, hardware, software, switches, routers, firewalls, concentrators, printers, sniffers, protocol analyzers, and peripheral equipment.
- Enterprise backup systems software and technologies; including physical and virtual system backup, restoration, and disaster recovery.
- Fiber optic, wireless, and copper cable based networking technology and tools.
- Video streaming technology and formats.
- Pertinent Federal, State, and local laws, codes, and regulations.
- Principles of customer service.
- Occupational hazards and standard safety practices.

**Ability to:**

- Plan, evaluate, develop, implement, and manage MAN/WAN/LAN and wireless network systems.
- Deploy physical and virtual servers and software systems based on physical or virtual servers.
- Troubleshoot and resolve Domain, server, workstation, wireless, and network operational problems.
- Evaluate network topology, traffic flow, latency, and interconnection and apply technical principles and concepts to develop solutions to current problems or recommend enhancements.
- Evaluate, test, implement, and support network systems.
- Analyze and take steps to protect the network from intrusion or damage.
- Investigate anomalous network issues and mitigate impacts from intrusions, spyware/virus activity.
- Analyze and resolve technical problems using logical and methodical processes.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of City goals.
- Research, analyze, and evaluate new technology and methods of utilizing existing technology more efficiently or cost effectively.
- Research and prepare disaster recovery plans including tape systems and alternate hardware/software solutions.
- Establish and maintain effective working relationships with City staff, vendors, and members of the public.
- Organize, direct, and review the work of assigned staff or teammates.

**CITY OF RIALTO**  
**Information Technology Network Administrator**  
**(Continued)**

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- Write clearly and effectively.
- Communicate ideas and issues to management, peers, and staff.
- Document systems and processes.
- Work independently in the absence of supervision.
- Evaluate and prioritize tasks under deadlines.
- Interpret and apply Federal, State and local policies, laws and regulations.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships.

**Experience and Training Guidelines**

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

**Experience:**

Three (3) years of increasing responsible experience including the development and administration of computer systems, telecommunication systems, and computer LAN, WAN, or MAN networks, and maintenance and repair of file and/or application servers, network hardware, and related equipment.

**Training:**

Bachelor's Degree in Computer Science, Information Technology, Network Administration or a related field, or any combination of education and experience that provides equivalent knowledge, skills, abilities.

**Licenses and Certifications**

- Possession of a State of California driver's license and the ability to maintain insurability under the City's vehicle insurance program.
- Cisco CCNA or higher is preferred.
- Microsoft MCSE is preferred.
- Network + Certification is preferred.

**WORKING CONDITIONS:**

**Environmental Conditions:**

The work environment characteristics described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions with exposure to computer screens, and the noise level is usually quiet.

**Physical Conditions:**

Essential functions may require maintaining physical condition necessary for sitting for prolonged periods of time.

**CITY OF RIALTO**  
**Information Technology Network Administrator**  
**(Continued)**

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The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands:**

While performing the duties of this job, the employee is regularly required to sit, walk, and stand; talk and hear; use hands to finger, handle, feel, or operate objects, tools or controls; reach with hands and arms; perform repetitive movements of hands or wrists; climb or balance on ladders or stairs; stoop, kneel, and bend at the waist; crouch or crawl; and smell. The employee is frequently required to lift up to 45 pounds unaided.

Specific vision abilities required for this job include close vision, distance vision, use of both eyes, depth perception, color vision, and the ability to adjust focus.

**Mental Demands:**

While performing the duties of this class, an employee uses written and oral communication skills; reads and interprets data, information, and documents; analyzes and solves problems; uses math, and mathematical reasoning; observes and interprets people, and situations; learns and applies new information and skills; performs highly detailed work; deals with changing deadlines, constant interruptions, and multiple concurrent tasks; and interacts with others encountered in the course of work.

**CAREER PROGRESSION**

FROM: Information Technology Network Administrator

TO: Information Technology Network Engineer

Revised 10/11/21

## INFORMATION TECHNOLOGY NETWORK ENGINEER

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **DEFINITION**

Under general direction of the Information Technology Manager, to provide advanced and complex support in the development, installation, implementation, testing, evaluation, and administration of the City's local and wide area networks; install, configure, test, and support a variety of network components and devices; perform preventive maintenance on network segments and components; provide liaison and technical assistance to Information Technology staff and end users; install and troubleshoot advanced software and hardware configurations; consult with department representatives to determine hardware/software requirements; and perform a variety of technical tasks relative to assigned area of responsibility.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Information Technology Manager.

May exercise technical and functional supervision over technical and clerical staff as assigned.

**ESSENTIAL FUNCTION STATEMENTS**--*Essential responsibilities and duties may include, but are not limited to, the following:*

#### **Essential Functions:**

1. Perform a variety of duties in the development, installation, implementation, testing, evaluation, and administration of local and wide area networks; respond to inquiries and provide technical assistance regarding all aspects of system design, installation, and troubleshooting.
2. Install and configure network hardware, software, and peripheral equipment; troubleshoot, diagnose, and resolve server and networked devices hardware and software problems.
3. Install and maintain network components including routers, switches, bridges, hubs, digital channel service unit, and other network equipment and software.
4. Investigate, analyze, and resolve complex network-related problems; resolve compatibility problems across City networks; troubleshoot network failures, router problems, and telecommunications problems; recommend and implement changes and improvements.
5. Participate in the evaluation of network protocols, hardware, and software to determine their applicability to City network needs.
6. Monitor network security and performance; identify unauthorized access and potential security risks; participate in projects to enhance network security operations; develop security and integrity of network systems to ensure protection from inappropriate access or destruction; research, design, and execute disaster recovery plans.
7. Monitor appropriate usage and performance of systems in accordance with plans and standard guidelines and procedures.

**CITY OF RIALTO**  
**Information Technology Network Engineer**  
**(Continued)**

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8. Provide support to network server administrative and maintenance operations; perform back-ups; install and configure software; install networked equipment including printers.
9. Provide advanced desktop support to computer users; install and configure hardware and software, operating system and peripherals; troubleshoot, diagnose, and resolve complex hardware and software problems.
10. Perform technical writing duties in the development and production of system documentation, instruction and procedure manuals; develop training materials and provide training to users and other support staff.
11. Research and recommend the purchase of computer related equipment and peripherals; order equipment and software as necessary; maintain a supply of spare parts, test equipment, and tools necessary in the operation of computer systems, maintain inventory of software and hardware equipment.
12. Implement preventative maintenance routine identifying weaknesses of current system to determine critical server issues; coordinate services and monitor terms and agreements provided by vendors and independent contractors.
13. Evaluate and monitor cost acquisition of network and server related items to obtain the best results; meet budget guidelines and ensure system compatibility.
14. Consult with departments and staff to determine computer needs and requirements including hardware/software requirements and specifications, upgrade and replacement schedules, and identify computer communications requirements in the development of any related programs.
15. Perform system-wide or network-wide audits, and generate reports that include system performance, recommended changes, and any other possible data of interest, such as system security.
16. Develop network and system topology maps that assist other staff members in the department or organization to understand the relationships between systems.
17. Work with other positions in the department to learn the day-to-day operation of all systems.
18. Respond to user inquiries in a courteous manner; provide information within the area of assignment; resolve complaints in an efficient and timely manner.
19. Estimate time, materials, and equipment required for jobs assigned; requisition materials as required.
20. Perform related duties and responsibilities as required.

**QUALIFICATIONS**

**Knowledge of:**

- Operational characteristics of computer systems.

**CITY OF RIALTO**  
**Information Technology Network Engineer**  
**(Continued)**

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- Principles and practices of network system design, installation, and maintenance.
- Principles of hardware and software configuration and installation.
- Current Windows operating systems for both server and workstations platforms.
- All aspects of configuring and maintaining system security, network security, and site security for information systems using firewalls, IDS, IPS, and other means necessary.
- All available Wide Area Networking technologies currently in use within the organization, including installation and maintenance of routers, point to point wireless, VPN, T1, MPLS, and MetroE.
- Local Area Networking, including maintenance, installation, and troubleshooting techniques, especially dealing with the TCP/IP protocol and services, and managing a large diversified environment using TCP/IP and Vlans.
- Methods and techniques of troubleshooting hardware and software problems.
- Cabling protocols, hardware, and software.
- Technical specifications, standard performance, and possible configuration options for all common components and peripherals.
- Distributed database installation, structuring, maintenance, and troubleshooting.
- Basic scripting, as well as desktop publishing or user interface design.
- The national telecommunications infrastructure and ability to work through problems with telecommunications provider to correctly diagnose problems, troubleshoot, and expedite orders, and minimize downtime.
- Principles and practices of VoIP, SIP, and PRI.
- Modern computer equipment and tools for repair.
- Principles of customer service.
- Occupational hazards and standard safety practices.
- Pertinent Federal, State and local laws, codes and regulations.

**Ability to:**

- Evaluate hardware and software requirements.
- Implement hardware and software changes and enhancements.
- Analyze, troubleshoot, and resolve highly technical networking issues.
- Install, configure, troubleshoot, and/or repair hardware and software problems.
- Respond to requests and inquiries from network users and provide assistance as needed.
- Be adaptive towards new systems and technology that may be implemented in the organization.
- Understand the complex relationships between different components in a network environment.
- Analyze and define problems and conceptualize feasible solutions, present practical solutions in a concise format to non-technical users.
- Develop and revise computer programs, document and diagram existing code.
- Coordinate meetings for product/project demonstrations.
- Evaluate existing systems and recommend possible enhancements to systems or network components.
- Make the necessary changes to computer components within the organization.
- Understand consequences of changes on individual systems with respect to entire organizational system.
- Work independently in the absence of supervision.
- Evaluate and prioritize tasks under deadlines.
- Interpret and apply Federal, State and local policies, laws and regulations.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships.

**CITY OF RIALTO**  
**Information Technology Network Engineer**  
**(Continued)**

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**Experience and Training Guidelines**

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

**Experience:**

Four (4) years of increasing responsible experience including significant responsibilities in the development and administration of computer systems and LAN & WAN networks, and maintenance and repair of network applications, hardware, and related equipment.

**Training:**

Bachelor's Degree in Computer Science, Information Technology, Network Administration or a related field, or any combination of education and experience that provides equivalent knowledge, skills, abilities.

**Licenses and Certifications**

- Possession of a State of California driver's license and the ability to maintain insurability under the City's vehicle insurance program.
- ISC<sup>2</sup> CISSP is preferred.
- Cisco CCNA or higher is preferred.
- Microsoft MCSE is preferred.

**WORKING CONDITIONS:**

**Environmental Conditions:**

The work environment characteristics described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions with exposure to computer screens, and the noise level is usually quiet.

**Physical Conditions:**

Essential functions may require maintaining physical condition necessary for sitting for prolonged periods of time.

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands:**

While performing the duties of this job, the employee is regularly required to sit, walk, and stand; talk and hear; use hands to finger, handle, feel, or operate objects, tools or controls; reach with hands and arms; perform repetitive movements of hands or wrists; climb or balance on ladders or stairs; stoop, kneel, and bend at the waist; crouch or crawl; and smell. The employee is frequently required to lift up to 45 pounds unaided.



**CITY OF RIALTO**  
**Information Technology Network Engineer**  
**(Continued)**

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Specific vision abilities required for this job include close vision, distance vision, use of both eyes, depth perception, color vision, and the ability to adjust focus.

**Mental Demands:**

While performing the duties of this class, an employee uses written and oral communication skills; reads and interprets data, information, and documents; analyzes and solves problems; uses math, and mathematical reasoning; observes and interprets people, and situations; learns and applies new information and skills; performs highly detailed work; deals with changing deadlines, constant interruptions, and multiple concurrent tasks; and interacts with others encountered in the course of work.

**CAREER PROGRESSION**

FROM: Information Technology Network Engineer

TO: Information Technology Manager

New 10/11/21

## **INFORMATION TECHNOLOGY SPECIALIST**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **DEFINITION**

Under general supervision, to perform a wide range of work assignments supporting citywide information technology systems; maintains, troubleshoots, and repairs computer systems, hardware, and computer peripherals; and performs related work as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Information Technology Manager, Information Technology Supervisor, and/or Information Technology Network Engineer, as assigned.

**ESSENTIAL FUNCTION STATEMENTS**--*Essential responsibilities and duties may include, but are not limited to, the following:*

#### **Essential Functions:**

1. Responds to user help requests; provides user technical support.
2. Provides personal computer (PC) user support, new hire system set-ups, and desktop/laptop software evaluations and upgrades.
3. Troubleshoots problems with software, personal computers, printers, and peripherals.
4. Dispatches problems to appropriate sources for resolution when appropriate.
5. Installs, configures, tests, maintains, and updates computer hardware, software and network equipment (e.g. fax server, terminal server, and remote access server).
6. Manages user accounts and assists with system network administration and security.
7. Supports and maintains user account information including rights, security, and systems groups.
8. Provides instruction and training in the operation of computer equipment and software applications.
9. Documents, maintains, upgrades, and replaces hardware and software systems.
10. Maintains service request records and knowledge base.
11. Participates in the identification and evaluation of hardware and software requirements.
12. Participates in the inventory of hardware and software.
13. Assists in monitoring systems activity and performance.

**CITY OF RIALTO**  
**Information Technology Specialist**  
**(Continued)**

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14. Assists in conducting systems backup and database backups.
15. Works with other positions in the department to learn the day-to-day operation of all systems.
16. Responds to user inquiries in a courteous manner; provides information within the area of assignment; resolves complaints in an efficient and timely manner.
17. Performs related duties and responsibilities as required.

**QUALIFICATIONS**

**Knowledge of:**

- Operations, services and activities of an information technology program.
- Operational characteristics of computer systems.
- PC hardware, Local Area Networks (LAN), Wide-Area Networks (WAN), backup software and hardware, and Storage Area Networks (SAN).
- Operation and maintenance of PC hardware, and application software.
- Cisco routers, switches, Virtual Private Network (VPN), Network Interface and Wireless Access Point, and network security.
- Principles and practices of technical support and customer service.
- Modern and complex computer hardware and software including network servers.
- Methods and techniques of computer programming in a variety of languages.
- Methods and techniques of troubleshooting and diagnosing computer system and network malfunctions.
- Principles and practices of computer systems design and maintenance.
- Principles and practices of network administration.
- Recent developments, current literature and information related to information technology.
- Pertinent Federal, State and local laws, codes and ordinances.

**Ability to:**

- Operate a variety of computer hardware and software including but not limited to desktops, laptops, printers, print servers, Microsoft Windows, and Microsoft Office Suite.
- Diagnose technical problems and determine appropriate action.
- Handle sensitive or confidential information with discretion.
- Perform a variety of technical duties in support of information systems programs.
- Troubleshoot computer malfunctions.
- Install and maintain a variety of computer hardware and software.
- Interpret and explain City policies and procedures.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work independently in the absence of supervision.

**Experience and Training Guidelines**

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

**CITY OF RIALTO**  
**Information Technology Specialist**  
**(Continued)**

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**Experience:**

Two (2) years of increasingly responsible experience in information technology hardware and software support.

**Training:**

High School Diploma or G.E.D. equivalent. A minimum of 30 semester units or 45 quarter units of information technology related college coursework may be substituted for one year of the required experience.

**Licenses and Certifications**

Possession of a State of California driver's license and the ability to maintain insurability under the City's vehicle insurance program.

**WORKING CONDITIONS:**

**Environmental Conditions:**

The work environment characteristics described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions with exposure to computer screens, and the noise level is usually quiet.

**Physical Conditions:**

Essential functions may require maintaining physical condition necessary for sitting for prolonged periods of time.

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands:**

While performing the duties of this job, the employee is regularly required to sit, walk, and stand; talk and hear; use hands to finger, handle, feel, or operate objects, tools or controls; reach with hands and arms; perform repetitive movements of hands or wrists; climb or balance on ladders or stairs; stoop, kneel, and bend at the waist; crouch or crawl; and smell. The employee is frequently required to lift up to 45 pounds unaided.

Specific vision abilities required for this job include close vision, distance vision, use of both eyes, depth perception, color vision, and the ability to adjust focus.

**CITY OF RIALTO**  
**Information Technology Specialist**  
**(Continued)**

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**Mental Demands:**

While performing the duties of this class, an employee uses written and oral communication skills; reads and interprets data, information, and documents; analyzes and solves problems; uses math, and mathematical reasoning; observes and interprets people, and situations; learns and applies new information and skills; performs highly detailed work; deals with changing deadlines, constant interruptions, and multiple concurrent tasks; and interacts with others encountered in the course of work.

**CAREER PROGRESSION**

FROM: Information Technology Specialist

TO: Information Technology Analyst

Revised 10/11/21

## INFORMATION TECHNOLOGY ANALYST

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **DEFINITION**

Under general supervision, to perform a variety of journey-level professional and technical duties in support of computer systems; to serve as a project lead in the installation of new automated technology; to install, update and maintain both hardware and software systems; to troubleshoot and resolve computer system malfunctions; to participate in developing bid specifications and other purchasing activities related to computer acquisitions; and to perform a variety of duties relative to assigned areas of responsibility.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Information Technology Manager, Information Technology Supervisor, and/or Information Technology Network Engineer, as assigned.

**ESSENTIAL FUNCTION STATEMENTS**--*Essential responsibilities and duties may include, but are not limited to, the following:*

#### **Essential Functions:**

1. Provides user support to departmental employees operating City computer programs, peripherals, hardware, software and network systems; ensures that all equipment and applications are functioning properly by effecting changes and repairs; develops reliable and automated distribution systems to sustain system security.
2. Provides support to departmental information systems requirements; evaluates needs; conducts cost/benefit analyses; makes recommendations on hardware or software to meet business and operational needs; serves as a project lead in developing and implementing new technology.
3. Oversees the operations of departmental computer networks; troubleshoots network problems; maintains network security; maintains file servers; participates as a network administrator; contacts vendor as needed.
4. Provides professional assistance in purchasing and acquiring computer equipment and software; participates in the development of bid specifications.
5. Participates in the development and administration of automation project budgets; estimates time, materials, and equipment required for jobs assigned; requisition materials as required; implements budgetary adjustments as appropriate and necessary.
6. Installs computer software and hardware at assigned locations; ensures that all equipment and applications are functioning properly; performs computer backups as required.
7. Provides assistance in developing and implementing systems and standards for database design, backup and recovery; performs programming and systems analysis.

**CITY OF RIALTO**  
**Information Technology Analyst**  
**(Continued)**

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8. Prepares, maintains, and updates program and system documentation including logs, records, technical manuals and operation procedures.
9. Work with other positions in the department to learn the day-to-day operation of all systems.
10. Respond to user inquiries in a courteous manner; provide information within the area of assignment; resolve complaints in an efficient and timely manner.
11. Perform related duties and responsibilities as required.

**QUALIFICATIONS**

**Knowledge of:**

- Operations, services and activities of an information technology program.
- Operational characteristics of computer systems.
- Principles and practices of programming and systems analysis.
- Modern and complex computer hardware and software including network servers.
- Methods and techniques of computer programming in a variety of languages.
- Methods and techniques of troubleshooting and diagnosing computer system and network malfunctions.
- Methods and techniques of developing and maintaining technical manuals.
- Principles and practices of computer systems design and maintenance.
- Principles and practices of network administration.
- Recent developments, current literature and information related to information technology.
- Cabling protocols, hardware, and software.
- Technical specifications, standard performance, and possible configuration options for all common components and peripherals.
- Distributed database installation, structuring, maintenance, and troubleshooting.
- Basic scripting, as well as desktop publishing or user interface design.
- Modern computer equipment and tools for repair.
- Principles of customer service.
- Occupational hazards and standard safety practices.
- Pertinent Federal, State and local laws, codes and regulations.

**Ability to:**

- Perform a variety of highly technical duties in support of information technology programs.
- Troubleshoot computer malfunctions.
- Evaluate hardware and software requirements.
- Implement hardware and software changes and enhancements.
- Install, configure, troubleshoot, maintain, and/or repair hardware and software problems.
- Analyze, design, program, install and maintain highly technical systems.
- Participate in system purchasing and bid specification.
- Interpret and explain City policies and procedures.
- 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, and resolve routine technical networking issues.
- Respond to requests and inquiries from departmental users and provide assistance as needed.

**CITY OF RIALTO**  
**Information Technology Analyst**  
**(Continued)**

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- Be adaptive towards new systems and technology that may be implemented in the organization.
- Make the necessary changes to computer components within the organization.
- Understand consequences of changes on individual systems with respect to entire organizational system.
- Work independently in the absence of supervision.
- Evaluate and prioritize tasks under deadlines.
- Interpret and apply Federal, State and local policies, laws and regulations.

**Experience and Training Guidelines**

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

**Experience:**

Three (3) years of information technology experience in the installation of new automated technology, including both hardware and software systems; maintaining, troubleshooting and resolving highly technical computer systems; and programming and analysis experience.

**Training:**

Bachelor's Degree in Computer Science, Information Technology, Network Administration or a related field, or any combination of education and experience that provides equivalent knowledge, skills, abilities. Certification in Network Administration and Software Engineering is highly desirable.

**Licenses and Certifications**

Possession of a State of California driver's license and the ability to maintain insurability under the City's vehicle insurance program.

**WORKING CONDITIONS:**

**Environmental Conditions:**

The work environment characteristics described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions with exposure to computer screens, and the noise level is usually quiet.

**Physical Conditions:**

Essential functions may require maintaining physical condition necessary for sitting for prolonged periods of time.

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



**CITY OF RIALTO**  
**Information Technology Analyst**  
**(Continued)**

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**Physical Demands:**

While performing the duties of this job, the employee is regularly required to sit, walk, and stand; talk and hear; use hands to finger, handle, feel, or operate objects, tools or controls; reach with hands and arms; perform repetitive movements of hands or wrists; climb or balance on ladders or stairs; stoop, kneel, and bend at the waist; crouch or crawl; and smell. The employee is frequently required to lift up to 45 pounds unaided.

Specific vision abilities required for this job include close vision, distance vision, use of both eyes, depth perception, color vision, and the ability to adjust focus.

**Mental Demands:**

While performing the duties of this class, an employee uses written and oral communication skills; reads and interprets data, information, and documents; analyzes and solves problems; uses math, and mathematical reasoning; observes and interprets people, and situations; learns and applies new information and skills; performs highly detailed work; deals with changing deadlines, constant interruptions, and multiple concurrent tasks; and interacts with others encountered in the course of work.

**CAREER PROGRESSION**

FROM: Information Technology Analyst

TO: Information Technology Network Engineer

Revised 10/11/21

## INFORMATION TECHNOLOGY BUSINESS SYSTEMS ANALYST

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.*

### **DEFINITION**

Under general direction, to plan and conduct the analysis, design, testing, documentation, and deployment of new and existing technology solutions to meet City business and operational requirements; develops business process requirements and improvements; facilitates development of priorities with managers; coordinates and participates in applications testing and problem resolution; and performs related duties as required.

### **DISTINGUISHING CHARACTERISTICS**

This is a professional level classification within the Information Technology Series. The Business Systems Analyst independently performs analytical and project management duties to enable the City to develop and implement technology solutions to meet business, operational and public service objectives. Positions assigned to this class organize and manage several City systems while developing schedules, identifying critical paths and breaking down a project into individual tasks, and delegating assignments to staff and approved City vendors. This class has responsibility for assurance and quality control while working with City technology contracts, budgeting, and purchasing processes. While the work of this class requires sound Information Technology technical knowledge and experience, the focus of incumbents' work is to serve as the central point of coordination for significant application testing, quality assurance, problem resolution, and change request issues. Work requires demonstrated business analysis capabilities, project management, negotiation skills, and strong critical thinking and communication skills, as well as the ability to integrate ideas and effort of technical and non-technical team members to achieve expected results.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Information Technology Manager.

Exercises general supervision over technical support staff, as assigned.

**ESSENTIAL FUNCTION STATEMENTS**--*Essential responsibilities and duties may include, but are not limited to, the following:*

1. Perform and recommend portfolio management including prioritizing projects, allocating resources to projects, and, on a regular basis, identifying which projects to initiate, reprioritize, or terminate.
2. Conduct escalation management ensuring that unresolved problems don't linger and issues are promptly addressed; bring order, structure, and focused management attention to the customer's problems in order to gain complete consumer satisfaction.
3. Administer Microsoft SharePoint, and TEAMS systems.
4. Conduct systems analysis and design of business processes involving evaluation of current and proposed information and business process flow, available and emerging technology hardware and software, and cost/benefits.

**CITY OF RIALTO**  
**Information Technology Business Systems Analyst**  
**(Continued)**

5. Analyze projects; document new organizational processes; generate reports for management on new technology.
6. Develop and document user requirements from end-user input for new and/or existing systems, business processes, and applications.
7. Select and recommend software or hardware based on systems analysis, evaluation of product and vendors.
8. Create requests for proposal (RFPs) or requirement specifications and evaluate proposal submissions.
9. Implement new or modified processes and systems by performing design, application development, installation, and testing.
10. Modify software; customize business applications and interfaces.
11. Coordinate and communicate with end users, management, staff, and vendors on project issues and status.
12. Develop project work plans and schedules; and monitor project resources including staff time, vendor work, and finances.
13. Manage information systems, Frequently Asked Questions (FAQs), Support Trees, Subject Matter Expert (SME) lists, and System Overview Diagrams.
13. Prepare project documents, requirements, reports, feasibility studies, cost/benefit analysis, and quality assurance and control standards.
14. Maintain, support, and administer software applications.
15. Provide customer support, training, and problem analysis for software applications.
16. Perform related duties and responsibilities as required.

**QUALIFICATIONS**

**Knowledge of:**

- Principles, structure, and organization of public sector agencies.
- Methods, principles, and practices as related to business, management, and enterprise level information systems.
- Operational characteristics, services, and activities of a comprehensive information technology environment.
- Principles and practices of project management.
- Systems analysis theory, processes, and techniques.
- Project specification development; application design; writing and modifying technical and user documentation; and data modeling techniques.
- Installation, testing and migration process and techniques.

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- Quality and version control processes.
- Use of packaged or off-the-shelf and third party application software including office automation tools.
- Principles and practices of research and report preparation.
- Principles and practices of budget preparation and administration.
- Principles, methods, and techniques used in Business Systems Analyst work.
- Principles and techniques applied to IT devices, applications and systems.
- Principles of documentation and recordkeeping, storage and retrieval.
- Concepts and techniques for project valuation, and risk assessment.
- Concepts of relational database structure and management.
- Modern office procedures, methods and equipment including computers and applicable word processing and spreadsheet applications.
- Recent developments, current literature, and sources of information related to information technology programs.
- Federal, State, and local ordinances, policies, and procedures related to information technology.
- Microsoft SharePoint, and TEAMS systems.
- Needs assessments, requests for proposals, contracts, and agreements.

#### **Ability to:**

- Recommend and implement multiple business, management, and enterprise level information systems projects.
- Coordinate and manage multiple projects and meet critical deadlines.
- Perform business systems analysis work and problem solving.
- Prepare and present clear and concise reports and documents.
- Analyze problems, identify alternative solutions, and implement recommendations.
- Research and prepare complex and technical reports on information systems or other subjects.
- Develop, revise, utilize and implement systems and procedures.
- Understand, explain and apply policies and procedures.
- Independently analyze informational requirements and needs, examine alternatives, develop and implement recommendations and programs within budgeted amounts.
- Prepare flow process diagrams and other design graphics.
- Apply industry or municipal standards and conventions for systems analysis and quality assurance;
- Interpret and follow written and oral instructions.
- Establish and maintain effective working relationships with the public, customers, staff, vendors, other employees, SME's, and other IT resources by communicating effectively with people at all organizational levels.
- Perform complex professional administrative and analytical work requiring sensitivity to issues.
- Communicate clearly and concisely, orally and in writing.
- Prepare and administer project budgets.

#### **Experience and Training Guidelines**

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

#### **Experience:**

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Four years of progressively responsible information technology business analyst experience in an enterprise level system, preferably with a municipality or public agency. Experience shall preferably include experience in all phases of Software Development Life Cycle (SCLC); managing medium to complex application migration or build projects; managing multiple project management methodologies, managing relational databases; and specific experience with managing ERP migrations.

**Training:**

Bachelor's degree in Computer Science, Information Systems Management, or related field, or any combination of education and experience that provides equivalent knowledge, skills, and abilities.

**Licenses and Certifications:**

Possession of a State of California driver's license and the ability to maintain insurability under the City's vehicle insurance program.

**WORKING CONDITIONS**

The work environment characteristics and physical/mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Environmental Conditions:**

Employees generally work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with staff and/or the public and private representatives in various settings including the field or remote offices for meetings. The incumbent will be exposed to outdoor environmental elements on a limited basis.

**Physical Demands:**

Must possess mobility to work in a standard office setting including use of standard office equipment, including a computer; to operate a motor vehicle; to visit various City sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Must be able to sit for prolonged periods of time. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 35 pounds.

**Mental Demands:**

While performing the duties of this class, an employee uses written and oral communication skills; reads and interprets data, information, and documents; analyzes and solves problems; uses math, and mathematical reasoning; observes and interprets people, and situations; learns and applies new information and skills; performs highly detailed work; deals with changing deadlines, constant interruptions, and multiple concurrent tasks; and interacts with others encountered in the course of work.

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**CAREER PROGRESSION**

FROM: Information Technology Business Systems Analyst

TO: Director of Information Technology

Revised 10/11/21