City of Grass Valley
JOB DESCRIPTION

Information Technology Analyst I
Information Technology Analyst II

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Position: Information Technology Analyst I/II　　　　　**FSLA Status: Exempt**

Department: Information Technology　　　　　　　　**Unit 1, Full-Time**

Reports To: Information Technology Manager　　　**Adopted: January 28, 2025**

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SUMMARY OF JOB PURPOSE

Under general supervision, the Information Technology Analyst I/II performs a variety of technical, analytical, and support duties related to the installation, configuration, maintenance, and operation of the organization's IT infrastructure. This role involves staffing the IT help desk, supporting network and server systems, troubleshooting hardware and software issues, providing end-user support, and contributing to the planning and implementation of IT projects.

DISTINGUISHING CHARACTERISTICS:

IT Analyst I: This is the entry-level classification where incumbents perform a range of technical and analytical IT tasks under close supervision by the IT Manager or designee. As experience and proficiency grow, responsibilities and independence increase.

IT Analyst II: This is the journey-level classification where incumbents perform more complex IT functions independently and may serve as project lead or mentor for junior staff.

ESSENTIAL JOB FUNCTIONS:

Network Support:

- Install, configure, and maintain network hardware, software, and peripherals, including switches, routers, firewalls, and wireless access points.

This job description indicates in general the nature and levels of work, skills, abilities, and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required. The City of Grass Valley is an EQUAL OPPORTUNITY EMPLOYER

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- Monitor and manage local and wide area networks (LAN/WAN) to ensure optimal performance and reliability.
- Implement and maintain secure network protocols and configurations.
- Diagnose and resolve network connectivity issues.

Systems Administration:

- Administer, maintain, and troubleshoot servers (physical and virtual), including domain controllers, file servers, and application servers.
- Perform system backups and disaster recovery planning.
- Apply patches and updates to operating systems and applications.
- Manage storage solutions, ensuring adequate capacity and efficiency.

Technical Support:

- Serve as the first point of contact for IT-related issues, including troubleshooting hardware, software, and peripheral devices.
- Create, modify, and manage user accounts and permissions in City Systems.
- Provide training and guidance to end-users on system and application usage.
- Maintain an accurate inventory of IT equipment and software licenses.

Security and Compliance:

- Monitor systems and networks for security breaches or vulnerabilities.
- Implement and enforce security policies and procedures, including user access controls.
- Assist in ensuring compliance with relevant regulations (e.g., CJIS, PCI).

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Application Support:

- Install, configure, and maintain software applications used within the organization to ensure optimal functionality and compatibility with existing systems.
- Monitor and resolve application-related issues, collaborating with end-users to identify and troubleshoot problems effectively.
- Work with departments to assess software needs, recommend appropriate solutions, and coordinate implementation and upgrades.
- Create and maintain documentation for software systems, including user guides, troubleshooting steps, and system configurations.
- Train staff on effective use of applications, providing support and guidance on best practices.

Project Management and Documentation:

- Engage in planning and implementing IT projects, including new system rollouts and infrastructure upgrades.
- Document system configurations, procedures, and training materials.
- Collaborate with vendors and contractors on technology solutions and problem resolution.

KNOWLEDGE AND SKILLS:
Knowledge of:

- Principles and practices of network administration, including LAN/WAN technologies, IP addressing, and VPNs.
- Server administration, virtualization (e.g., VMware, Hyper-V), and storage solutions.
- Endpoint hardware and software troubleshooting methodologies.

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- IT security practices, including firewalls, intrusion detection, and malware prevention.
- ITIL or similar frameworks for IT service management.

Skills in**:**

- Diagnosing and resolving complex hardware and software issues.
- Installing and configuring IT infrastructure and end-user devices.
- Communicating technical information clearly to non-technical users.
- Managing time effectively to prioritize multiple tasks and projects.
- Collaborating with team members and external partners.

QUALIFICATIONS:

Education and Experience:

- IT Analyst I: Bachelor's degree from an accredited college or university, preferably with course work in computer science, information technology, business administration or a related field; or associate degree with two years of technical IT support experience.
- IT Analyst II: _(in addition to the above)_ 3 years of experience at a level comparable to the City's IT Analyst I.

CERTIFICATES, LICENSES, AND REGISTRATIONS

- Possession of an appropriate valid driver's license to be maintained throughout employment.
- Must submit to fingerprinting.
- Must submit to and be able to continually pass California and federal Department of Justice background requirements.
- Must obtain CJIS certification within six (6) months of hire or promotion date.

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- May require successful completion of a polygraph examination.
- Relevant certifications (e.g., CompTIA Network+, Microsoft Certified: Azure Administrator, Cisco CCNA) are desirable.

PHYSICAL REQUIREMENTS

Must be free from any physical, emotional or mental condition which might adversely affect the ability to perform essential job duties.

Must be able to sit at a confined workstation for extended periods while performing essential duties.

On a continuous basis, sit at a desk and in meetings for long periods of time. Intermittently twist to reach equipment surrounding desk, perform simple grasping and fine manipulation, use telephone and communicate through written means.

Work in a standard office environment; drive a vehicle; read fine print on maps/documents and computer monitors; detect subtle shades of color with no color deficiencies; hear radio or telephone transmissions, frequently with interference and static; speak in a clear, understandable voice with sufficient volume and tone quality to project effectively over radio and telephone; operate a computer and complex radio computer equipment; connect and disconnect cables, phone wiring, and circuit boards; load and unload computer tapes, servers and equipment; bend, stoop, stretch, reach, and climb to install, test and move computer equipment; work at a computer terminal for long periods of time; and strength to safely lift and move up to 40 pounds without assistance, and heavier items with assistance.

OTHER REQUIREMENTS

Willingness and ability to work the hours necessary to accomplish the assigned duties including after normal work hours; be on-call for technical support and emergencies; attend meetings,

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seminars, conferences and training classes during or after normal work hours; travel out of town or out of state for several days at a time.

GENERAL

The City reserves the right to revise or change classification duties and responsibilities as the need arises. This description does not constitute a written or implied contract of employment.

Print Name: _____

Signature: _____
     Date:_____

Adopted: January 28, 2025

Revised: