

JOB TITLE: Information Technology Analyst

IT/2

DEPARTMENT: Information Technology, Rutherford County

JOB SUMMARY: This position is responsible for designing, developing, implementing, programming, evaluating, and maintaining computer systems, programs and applications in support of county government operations. An incumbent in this position may be designated Senior Information Technology Analyst.

MAJOR DUTIES:

- o Designs systems tools for county operations such as database implementation, web applications, data formats, coding standards and interfaces with other local and external systems; modifies existing applications in accordance with changing technologies and applicable laws and regulations.
- o Advises departments pursuant to their request on technology including providing training, software options, outside services, and compatibility issues; ensures that county standard tools are used effectively to accomplish appropriate goals.
- o Performs system support duties: researches, evaluates, and recommends computer products and services; tracks technical errors; researches computer viruses and takes appropriate protective measures; negotiates data transfer to new systems; backs up file system data.
- o Evaluates new technologies and possible uses; assists with developing and drafting county-wide technology strategies, policies, and procedures (i.e., PC usage, privacy, appropriate Internet use and public access); conducts cost and technical analyses and testing of hardware, software, and entire systems.
- o Performs basic installation, administration, trouble shooting, and user support for local and wide area network.
- o Customizes software applications in-house using available software tools.
- o Creates user accounts for new employees; assigns email addresses; creates and deletes passwords; purges accounts and changes access rights as needed.
- o Performs daily server back-up.
- o Writes programs to convert and load existing mainframe data into new systems.
- o Consults with users to define needs and requirements; designs software and writes codes; tests and demonstrates applications and makes modifications according to user feedback.

- o Trains and instructs users in hardware and software applications.
- o Coordinates hardware and software installations and upgrades with users to ensure minimum downtime.
- o Diagnoses and repairs microcomputer failures.
- o Designs, develops, and maintains computer information systems in support of county activities.
- o Installs and maintains personal computer software and hardware for county computers.
- o Prepares reports, graphics, and data structures using computer software.
- o Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

- o Knowledge of computer information systems technology.
- o Knowledge of computer programming languages and a variety of high-level and procedural languages.
- o Knowledge of various computer operating systems.
- o Knowledge of county and department policies and procedures.
- o Knowledge of telecommunications systems.
- o Knowledge of various word processing, graphic design, spreadsheet, and database software applications.
- o Knowledge of microcomputer architecture and hardware compatibility.
- o Knowledge of relevant federal and state laws, rules, and regulations.
- o Knowledge of Internet and worldwide web protocols and procedures.
- o Skill in installing and maintaining networking hardware.
- o Skill in installing, configuring, and maintaining client/server databases, routers, firewalls, and e-mail systems.

- o Skill in training and providing technical assistance.
- o Skill in analyzing and interpreting technical data.
- o Skill in utilizing a variety of programming software.
- o Skill in oral and written communication.

**SUPERVISORY CONTROLS:** The Information Technology Director assigns work in terms of very general instructions. Completed work is spot-checked for compliance with procedures, and the nature and propriety of the final results.

**GUIDELINES:** Guidelines include Internet protocols and technical standards, hardware and software manuals, relevant federal and state laws and regulations, department and county policies and procedures, and computer system documentation and instructions. These guidelines require judgment, selection, and interpretation in application.

**COMPLEXITY:** The work consists of varied technical information system duties. The number and diversity of tasks, the amount of necessary technical knowledge required, and the need for accuracy and expediency contribute to the complexity of the work.

**SCOPE AND EFFECT:** The purpose of this position is to maintain computer information systems and applications for the county. Successful performance results in accurate, easily accessible, and timely information, which contributes to overall county goals.

**PERSONAL CONTACTS:** Contacts are typically with computer consultants, sales representatives, programmers, technical support engineers, co-workers, other county employees, and the general public.

**PURPOSE OF CONTACTS:** Contacts are typically to give or exchange information, provide services, and resolve problems.

**PHYSICAL DEMANDS:** The work is typically performed while sitting at a desk or table, with intermittent standing, bending, crouching, or stooping. The employee frequently lifts light and heavy objects, uses equipment requiring a high degree of dexterity, and must distinguish between shades of color.

**WORK ENVIRONMENT:** The work is typically performed in an office or computer room.

**SUPERVISORY AND MANAGEMENT RESPONSIBILITY:** None.

MINIMUM QUALIFICATIONS:

- o Knowledge and level of competency commonly associated with the completion of a baccalaureate degree in a course of study related to the occupational field.
- o Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.