

**CITY OF FORT BRAGG
JOB DESCRIPTION**

JOB TITLE: **SYSTEMS ANALYST - LEAD**

REPORTS TO: **ADMINISTRATIVE SERVICES DIRECTOR** **TYPE:** **Confidential/Non-Bargaining**

*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.*

POSITION SUMMARY:

The Systems Analyst - Lead is a full-time, non-bargaining, confidential, non-exempt position reporting directly to the Administrative Services Director. Under general direction from the Administrative Services Director, and with minimal supervision, responsibilities encompass a comprehensive and complex range of duties primarily associated with the City's information technology resources and include maintaining technology infrastructure, networks, desktop computers, website, phone systems and dispatch communication systems; responding to and assisting City staff with technical support of desktop computers, software, applications and operating systems to diagnose and resolve unique, non-recurring problems; making recommendations for the selection, modification and acquisition of network, applications and related equipment to ensure compatibility and compliance with existing systems. Work is performed with little supervision and requires initiative and judgment within the general parameters and direction established by the Administrative Services Director.

ESSENTIAL FUNCTIONS:

Essential functions may include, but are not limited to, the following:

Regularly sits for long periods at a computer; frequently walks, bends, twists, stoops and crouches while working at desk; constantly uses both hands/arms in reaching, handling, grasping, and keyboarding while using a variety of office equipment; frequently climbs two flights of stairs; frequently uses a telephone and computer to communicate with coworkers and public; regularly stands to use a variety of office equipment; occasionally lifts and carries items up to 50 pounds from one place or building to another; occasionally lifts above shoulder and head; regularly communicates in oral and written form with co-workers and general public, requiring hearing ability adequate to receive information and instructions verbally and over the phone and the ability to speak and instruct articulately; frequently works with small objects, requiring 20/20 corrected vision and fine motor skills; frequently makes use of hand-eye and mind-eye coordination, and repetitive motions with wrists, hands and fingers; occasionally drives a motor vehicle.

Frequently compiles, analyzes, interprets and prepares reports; frequently exercises independent judgment within established guidelines; frequently works long hours; occasionally works evenings, holidays and weekends. May also be called back for certain IT related emergencies

TYPICAL DUTIES AND RESPONSIBILITIES:

Duties and responsibilities may include, but are not limited to:

- Oversees technology services provided to City staff through planning and coordinating with other departments.
- Develops and monitors annual budgets

- Monitors contracts and agreements.
- Enforces software licensing agreements.
- Provides technical support to and consults with City staff in the effective use of technology to improve staff efficiency and the deliverance of City services.
- Develops and maintains an effective protocol for reporting and resolving software, hardware, and network related operational problems.
- Maintains professional competencies and understanding of technology advancements.
- Maintains a secure, reliable technology network.
- Maintains Network Switches, Routers, and Firewalls
- Plans, develops, and implements system security, standards, contingency plans, internal control procedures, and the design of system configurations.
- Manages network resources to ensure compatibility with City standards.
- Collects, analyzes, and monitors network utilization for planning and development solutions.
- Establishes guidelines and work priorities regarding current and future network projects.
- Creates and Develops Data/Telecom wiring and connectivity plans and Policies.
- Installs, maintains and repairs hardware, including wiring components and peripherals such as printers, scanners, etc.
- Performs on-site diagnosis of problems pertaining to computers, servers, and networking equipment and, where appropriate performs on-site repairs to equipment or recommends repairs or replacements.
- Supervises the Maintenance, upgrades to and monitors City web site.
- Performs research and analysis, conducts studies and prepares recommendations on a variety of issues pertaining to the City's Information Technology Department.
- Researches and conducts equipment purchases to ensure compatibility and compliance with equipment standards.
- Creates and maintains an upgrade and replacement system for the City's Technology assets
- Organizes and maintains a variety of complex records and files related to the technology assets, system operations and functions, including material of a confidential nature.
- Prepares written reports, memoranda, letters, resolutions, and instructional material.
- Performs other related duties and responsibilities as assigned.

MATERIALS, EQUIPMENT AND TOOLS:

Computer terminal, keyboard, personal computer and programs such as Microsoft Windows Server. Microsoft Office, and Anti-Virus and Malware programs. Telephone, scanner FAX machine, calculator, copier, postage meter, variety of printers. Various hand held tools, including but not limited to screw drives, pliers, etc.

MINIMUM SKILLS, KNOWLEDGE AND ABILITIES:

Knowledge of:

- Microsoft Windows Server, and communication protocols; SAN, TCP/IP, SPX/IPX, , , and NetBIOS.
- Network management software, research techniques, methods and procedures, and Microsoft Office products.
- Familiar with Windows Domain Environments
- Understanding of Network equipment to include Wireless Radios and access points
- Software licensing agreements and related requirements.
- Website design and maintenance (familiar with HTML Code helpful).
- Data communication and network protocols.

- Office practices and procedures, including the utilization of word processing and spread sheet applications.
- Principles of sound business and project management.
- Tablets and Smartphones both iOS and Android.
- Virtual Machines (Hyper-V)
- Active Directory
- Exchange Server
- Familiar with Cisco Firewalls and Network appliances

Ability to:

- Read technical drawings/schematics.
- Perform skilled work in the installation and maintenance of computer equipment.
- Use Networking tools and electronic test equipment.
- Create Active Directory OUs and Group Policies
- Create User Accounts within a Microsoft Environment
- Communicate effectively orally to gather information and explain policies or procedures.
- Prepare clear, concise and complete analyses, proposals, reports and other written materials.
- Ability to, design, install, maintain and administer LAN, WAN and other related systems and peripherals.
- Install and configure a variety of hardware, Software, peripherals and data communication equipment.
- Plan and organize work to meet schedules and timelines.
- Work independently and exercise sound judgment.
- Organize and maintain a variety of complex records and files related to technology assets, operations and functions, including material of a confidential nature.
- Work cooperatively and effectively with others including City staff and the general public.
- Estimate equipment, materials, and other resource needs to prepare an annual budget.

MINIMUM EDUCATION/EXPERIENCE:

- Associates Degree in Technology; OR
- High School Diploma or equivalent, three years of full time experience in the installation and maintenance of local and wide area networking and telecommunication equipment; OR
- High School Diploma or equivalent, possession of Comptia, Microsoft, or other technology Certifications; and
- Possession of a valid Class C California driver's license.

DESIRABLE EXPERIENCE/EDUCATION:

- Bachelor's Degree from an accredited college in Computer Science, or related field.
- Cisco, Microsoft, Comptia, or other Technology Certification(s).
- Two years of increasingly responsible and complex experience in network and information technology support functions.

NOTE: *Accommodations may be made for some of the essential functions/requirements listed for qualified individuals who require and request such accommodation, due to a qualifying disability.*