CITY OF FORT BRAGG
JOB DESCRIPTION

JOB TITLE: **SYSTEMS ANALYST**

REPORTS TO: **ASSISTANT FINANCE DIRECTOR**   **TYPE:** **CONFIDENTIAL/NON-BARG**

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

POSITION SUMMARY:

The Systems Analyst is a full-time, non-bargaining, confidential, non-exempt position reporting directly to the Assistant Finance Director. Under general direction from the City Clerk, 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. The Systems Analyst administers the City's PEG operations and maintains the City's website, keeping content current. Work is performed with little supervision and requires initiative and judgment within the general parameters and direction established by the City Clerk.

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, kneels, turns, 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 75 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, via email and over the phone and the ability to speak and instruct articulately; frequently works with small objects, frequently grasps knobs and turns buttons; requires near and far 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. May be exposed to fumes from cleaning products.

Occasionally compiles, analyzes, interprets and prepares reports; occasionally exercises independent judgment within established guidelines; regularly works evenings, holidays and weekends. May be called back for certain IT related emergencies. The noise level in the work environment may be moderate to loud, depending on working conditions. There are frequent interruptions and deadlines.

TYPICAL DUTIES AND RESPONSIBILITIES:

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

- Oversee technology services provided to City staff through planning and coordinating with other departments.
- Assist in developing and monitoring annual IT budgets.
- Produce live streaming television broadcasts of City Council and board/commission meetings, events, and emergency situations.
- Design video graphics.
- Operate a variety of technical equipment for streaming televising and recording meetings and events; operate video and audio equipment, cameras, lights and video editing systems; provide audiovisual support to City departments.
- Operate and maintain computers used to control multi-media devices and a variety of video playback systems.
- Assist in preparing written instructions and providing demonstrations regarding the use of computer/video exhibits and computerized systems.
- Maintain equipment and identify problems or malfunctions; replace parts and repair equipment or secure vendor assistance; maintain service records and schedules.
- Maintain a secure, reliable technology network; maintain network switches, routers and firewalls.
- Plan, develop and implement system security, standards, contingency plans, internal control procedures and design of system configurations.
- Manage network resources to ensure compatibility with City standards.
- Collect, analyze, and monitor network utilization for planning and development solutions.
- Establish guidelines and work priorities regarding current and future network projects.
- Create and develop data/telecom wiring and connectivity plans and policies.
- Install, maintain and repair hardware, including wiring components and peripherals such as printers, scanners, etc.
- Perform onsite diagnosis of problems pertaining to computers, servers, and networking equipment and, where appropriate perform on-site repairs to equipment or recommends repairs or replacements.
- Supervise the maintenance, upgrades to the City web site.
- Perform research and analysis, conduct studies and prepare recommendations on a variety of issues pertaining to the City's Information Technology Department.
- Research and conduct equipment purchases to ensure compatibility and compliance with equipment standards.
- Organize and maintain a variety of complex records and files related to the technology assets, system operations and functions, including material of a confidential nature.
- Develop and maintain an effective protocol for reporting and resolving software, hardware and network related operational problems.
- Oversee operations and administration of the City's PEG stations; produce video programming for public information and internal and external training purposes; update City information for broadcast on government access channel and website.
- Monitor IT contracts and agreements; enforce software licensing agreements.
- Create and maintain an upgrade and replacement system for the City's IT assets.
- Keep the City's Website and Social Media Presence current and up to date.

- Maintain an inventory of audiovisual supplies.
- Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Provide technical support to and consult with City staff in the effective use of technology to improve staff efficiency and the deliverance of City services.
- Maintain professional competencies and understanding of technology advancements.
- Use specialized computer programs for streaming and archiving of video files.
- Assist the information technology department to provide first level technical support to end-users.
- Use technology to create reports, track, monitor, and audit use of City Information Systems.
- Maintain paper and electronic files.
- May drive a City vehicle in carrying out job tasks.
- Perform other assigned duties as required.

MATERIALS, EQUIPMENT AND TOOLS:

Computer terminal, keyboard, personal computer and programs such as Microsoft Windows Server, Microsoft Office Suite, Antivirus and Malware programs and various audiovisual equipment/software. Telephone, scanner, FAX machine, calculator, copier, postage meter, variety of printers. Various handheld tools, including but not limited to screwdrivers, pliers, etc.

DESIRABLE SKILLS, KNOWLEDGE AND ABILITIES:

Knowledge of:

- Video production and post-production techniques; file conversion for web, DVD, Mac and Windows platforms.
- Experience with Windows 7 thru 10 Professional and Windows Server.
- Cinergy software.
- Network design and cyber security.
- Audio/visual equipment, operation, and troubleshooting.
- Live event direction & equipment operation, including video switchers and audio mix boards.
- English usage, spelling, punctuation and grammar.
- Customer service principles and public relations techniques.
- Modern office equipment and procedures including use of Microsoft Office Suite.
- 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:

- Perform technical support duties in the operation and maintenance of City-wide multimedia systems.
- On a continuous basis know and understand operations, and observe safety rules.
- Intermittently analyze problem systems and equipment.
- Operate and maintain a variety of audio/visual equipment.
- Use computer applications in audio/visual production activities.
- Prepare clearly understood written instructions for use of computer/video exhibits and computerized systems.
- Regularly work evenings, weekends, and holidays as required.
- 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 and exercise sound judgment.
- 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.

REQUIRED EDUCATION/EXPERIENCE:

- Associate's Degree from an accredited college in Computer Science, Video Production or related field; and
- At least one year full time experience in audiovisual technology, the installation and support of LAN or workgroup systems; and
- Possession of a valid Class C or higher California driver's license.

DESIRED EXPERIENCE/EDUCATION:

- Bachelor's Degree from an accredited college in Computer Science, Video Production or related field.
- A+ or CompTIA Certifications and/or training.
- Microsoft certifications and/or training.
- Three years of increasingly responsible and complex experience in audiovisual, network and information technology support functions.
- Troubleshooting experience with mobile devices/wireless connectivity and network projectors.

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.*