

**CITY OF FORT BRAGG
JOB DESCRIPTION**

JOB TITLE: **SYSTEMS ANALYST - LEAD**

REPORTS TO: **FINANCE DIRECTOR**

TYPE: **Mid-Management, Exempt**

*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, mid-management, confidential, exempt position reporting directly to the Finance Director. Under general direction from the Finance 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; supervise and review of subordinate staff; 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 requiring initiative and judgment within the general parameters and direction established by the Finance 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 coworkers 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.

FAIR LABOR STANDARDS ACT EXEMPTION:

The incumbent of this position spends more than 50 percent of their time as a mid-manager performing office work directly related to management policies or general business operations. The incumbent customarily and regularly exercises discretion and independent judgment. This position is, therefore, "exempt" under the Fair Labor Standards Act as an "Executive Employee."

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.
- Preparation and coordination of information technology budget.
- 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.
- Coordinates the selection, training, and evaluation of Information Technology personnel.
- Provides or coordinates staff training; assigns information technology work activities.
- Reviews work in progress and submits finished work products to the Director.
- 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.
- Oversee the City's emergency communications infrastructure and processes associated with the Emergency Operations Center (EOC).
- Oversee the operations of the computer systems, ensuring adequate security for the City's critical databases.
- 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 drivers, 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:

- Prepare and present items to the City Council.
- Oversee, plan, and coordinate programming, computer and telecommunications operations development and technical support.
- 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.

- Sit and work on computer system for long periods of time.
- Work evenings, weekends, and attend evening meetings as required.
- Be available on-call City technology issues, 24x7, if needed.
- Lift up to 40 pounds.
- Obtain and maintain valid class C driver's license with a good driving record.

MINIMUM EDUCATION/EXPERIENCE:

- Any combination of education and experience in computer systems development, network security and program design, including managerial and/or supervisory responsibilities for operations and technical support, to demonstrate possession of the knowledge and abilities listed above to demonstrate the ability to perform the above duties.
- Possess valid Class C California driver's license with a good driving record.

DESIRABLE EXPERIENCE/EDUCATION:

- Education equivalence to a Bachelor's degree from an accredited college or university with major work in information technology or five (5) years increasingly responsible experience in a related field, with at least two years of supervisory/managerial role.
- Possession of Cisco, Microsoft, CompTia, or other information systems/technology related, such as but not limited to cybersecurity, network communications, systems development and/or database management certification(s).
- Possession of Microsoft Certified Solutions Expert, Microsoft Certified Solutions Associate, or Cisco Certified Network Professional certification preferred. Project management (PIMBOK)

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.

Human Resources: _____ **Date:** _____

Department Head: _____ **Date:** _____

Approved by: _____ **Date:** _____
 (City Manager Signature)

I have read and understand the contents of the job description:

Employee Signature: _____ **Date:** _____