Approved by City Council:

City Hall Unit
Non-Exempt

CITY OF FONTANA
BUSINESS SYSTEMS ANALYST I

DEFINITION: The Business Analyst I is the entry level classification in the series and is responsible for providing installation and maintenance services for desktop and personal technology including Personal Computers (PC's), software, data network support, associated peripheral devices, multi-media devices and applications, wireless devices, field data collection equipments and software, and telecommunications.

EXAMPLES OF DUTIES: Under general supervision, incumbents assigned to this classification are expected to perform the full range of work assigned to this class and are required to work with increasing independence.

ESSENTIAL FUNCTIONS: The incumbent must have the ability to:

- Maintain and troubleshoot the City's personal computers, make evaluations of whether the problem is hardware or software related and implements corrective solutions.
- Perform routine upgrades on City personal computers, LANS, software and associated peripherals.
- Provide routine instruction to users on the correct operation of PC's, the network, peripheral communications devices, wireless devices and multi-media equipment.
- Install or modify, new or relocating PC hardware and software, including connecting hardware to the network, installing software, transferring data and testing
- Maintain a computer anti-virus program for all PC's.
- Provide support services to users who are experiencing problems running software application programs which may include reconfiguration of memory or the operating system, contact with software vendors, reinstallation of the software and development of procedures for the correct operation of equipment and software
- Assist in installing, configuring and training staff on data communication equipment such as modems, telephone equipment, cellular phones and other devices.
- Train and work constructively with users and vendors in a demanding environment.
- Provide operational support such as the printing of utility billings" accounts payables, end of month processing, etc.
- Support the City-wide telecommunications systems, including pagers and cellular phones to include assignment, tracking, ordering, and maintenance.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with customers and vendors.
- Answer Help Desk calls and respond to customers needs based on prioritization.
- Coordinate equipment and software repairs with vendors as needed, arrange with vendors for on-site repairs.
- Remain current on new trends and innovations in technology.
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- Perform routine network administration tasks such as resetting passwords and providing file access based on defined security standards.
- Perform any other tasks or functions deemed necessary to the daily operations of the employer.

THE ABOVE LIST OF ESSENTIAL FUNCTIONS IS NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY BY THE EMPLOYER.

WORKING CONDITIONS: Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing documents and reports and data using a computer keyboard. Additionally, the position requires near and far vision in reading written reports, work related documents and using a computer. Acute hearing is required when providing phone and communicating in person. Ability to push, pull, lift and drag up to 25 pounds.

EXPERIENCE AND TRAINING GUIDELINES

A combination of experience and training that would provide the required knowledge is qualifying. The incumbents must have knowledge of:

- IBM compatible PC equipment and peripherals with users and vendors in a demanding environment.
- Telecommunications systems and service.
- Novell networking environments.
- Application software including Microsoft Office, Visio, Microsoft Project, Active Directory, as well as other products.
- Wireless devices including PDA and Cell Phones.

Experience/Education: One year of working experience maintaining IBM compatible PC's and related software in a commercial or municipal government environment and significant training and/or certification in Novell Networks, DOS, Windows, and application software **or** recent graduation with a Bachelors Degree in Computer Information Systems or a closely related field.

Licenses and/or Certifications: Possession of, and continuously throughout employment, a valid CA Driver's License.