

## **CITY OF FONTANA BUSINESS SYSTEMS ANALYST II**

**DEFINITION:** To provide a variety of professional level support services for computer systems within the City including network systems, police systems, financial systems and land/GIS systems.

**EXAMPLES OF DUTIES:** This position is responsible for a wide range of work assignments from the support of a variety of overall systems to the ability to analyze various components of computer hardware and software components. This position works with significant independence, provides regular progress updates, may have access to sensitive or confidential information, takes direction from the Department Manager, and provides supervisory support to lower level staff as directed.

**ESSENTIAL FUNCTIONS:** The employee must have the ability to:

- Understand and maintain all major computer systems, as assigned, within the City, including the Networks, Police Systems, financial systems, and land/GIS systems.
- Develop a working knowledge of the major operating systems used in the City including Novell NetWare, Windows 95, VMS, UNIX, and Windows NT.
- Provide routine instruction to users for the operation of all types of computer equipment, the City-wide network, as well as other computer system procedures.
- Research and investigates new computer hardware and software products for their application in the City's computing environment to improve services and lower costs.
- Act as systems administrator or backup systems administrator for City systems as directed.
- Provides staff and user training for systems software, and hardware.
- Provides PC support including suggesting appropriate purchases, developing installation procedures, monitoring vendor support, and providing any maintenance as required and appropriate.
- Assists the Department Manager in long range technology planning, as well as short term system implementation planning.
- Work positively and constructively with users in a highly technical and demanding environment.
- Communicate clearly and concisely, both verbally and in writing.
- Maintain a cooperative working relationship with the public, users, vendors, and supervisors.
- Perform other tasks as deemed necessary to the daily operation of the City.

**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 likely provide the required knowledge and abilities is qualifying. The employee must have knowledge and background in the following:

- Major operating systems including UNIX, VMS, Windows 95, Windows NT, and Novell NetWare.
- Experience with the operation and maintenance of PC hardware and related application software.
- Experience in working harmoniously with users, vendors, and the public.
- An understanding of Data communication technologies, the operation of LAN's and WAN's and knowledge of the Internet technologies.
- Background in government operations, particularly at a municipal level.

**Experience and Education:** Four (4) years of experience in the above areas derived from work maintaining PC's, networks, and software in a commercial or governmental environment. Experience in working with major governmental systems such as public safety, finance, or GIS systems. Education equivalent to the completion of the twelfth grade supplemented by college level coursework in computer related technology and significant training or certification in operating system software including Windows 95, NT, VMS, Novell NetWare, and UNIX. Experience with a variety of computer hardware technologies and devices.

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