

Sacramento Suburban Water District Classification Specification

Job Class: Information Technology Analyst

FLSA Status: Exempt

Effective Date: February 19, 2019

Definition

Performs a variety of professional and technical level duties in support of the District's information technology systems including data analysis and cleanup, Structured Query Language (SQL) Server Reporting and Integration Services, System Reports, and major system upgrades.

Distinguishing Characteristics

This is the journey level classification, fully competent to independently perform a variety of duties in support of District engineering projects. Incumbents are expected to be familiar with engineering policies, procedures, and practices. Employees at this level receive minimal instruction, assistance, or direction as new or unusual situations arise and are fully aware of District's operating procedures and policies.

Supervision Responsibilities

Responsibilities may include training, assigning, and monitoring work of technical or temporary staff.

Examples of Essential Duties

The following duties are typical for this classification. Depending upon the assignment, the employee may not perform all of the listed duties and may be required to perform additional or different duties from those below to address business needs and changing business practices. Management retains the right to add, remove, or change duties at any time.

- Performs professional duties in support of data analysis, data cleanup, SQL Queries, and programming.
- Participates in the implementation and maintenance of computer applications and related systems on a District-wide basis as well as hardware and software infrastructure for the District's internet, intranet, and web-based applications.
- Ensures internal control, network security methodologies, and other security systems for data, systems, hardware protection, and recovery procedures.
- Maintains databases using computer based languages, as appropriate.
- Performs database and software updates; evaluates, tests, and documents new or modified functionality when patches or upgrades are applied.
- Performs data analytics to extract data and create standard and ad hoc reports.
- Creates and maintains user permissions, system privileges, passwords, and other security methods.
- Assists in the development and monitoring of the Information Technology operating and capital budgets projects.

- Investigates, analyzes, and resolves routine network-related problems.
- Assists in the maintenance of servers and related infrastructure; provides support for applications and desktops, backup and recovery; maintains telephone and voicemail servers.
- Maintains and supports directory and authentication services, email, and collaboration services and application service provisions.
- Tests backup and restoration procedures.
- Prepares and maintains documentation and instructions; maintains and updates manuals and related documents; and, follows recommended protocols and procedures.
- Maintains regular attendance and adheres to prescribed work schedule to conduct job responsibilities.
- Builds and maintains positive working relationships with coworkers, other District employees and the public using principles of good customer service.
- Performs related duties as assigned.

Minimum Qualifications

Knowledge Of:

- Principles and techniques of SQL, report writing, electronic data processing, and application documentation.
- Principles, practices, and methods of systems administration and maintenance.
- SQL Server Reporting Services.
- SQL Server Integration Services.
- Basic knowledge of engineering methods and practices.
- Algebra and geometry.
- Computer operating systems and basic networking.
- Active Directory and user account administration.
- Modern office methods, procedures, and equipment including common office computer software and database programs, including the Microsoft Suite of Programs (Word, Excel, Outlook, Access, and PowerPoint).
- Techniques and principles of effective interpersonal communication.
- Principles and practices of good customer service.
- Principles and practices of work safety.

Ability To:

- Troubleshoot database, hardware, and software problems.
- Perform installation of new hardware, operating systems, and applications.
- Proficiently use enterprise-wide e-mail system and Local Area Networks.
- Manage projects.
- Work effectively with different people and teams.
- Adapt to changing priorities.
- Perform a variety of technical support work.
- Be an integral team player, which involves flexibility, cooperation, and communication.
- Communicate effectively, both orally and in writing.
- Establish and maintain cooperative working relationships with coworkers, outside agencies, vendors, consultants/contractors, and the public.

Experience and Education:

Experience:

Three (3) or more years of increasingly responsible IT experience, preferably in the water/wastewater industry and a knowledge of networking issues, computer hardware, and software installation and maintenance.

Education:

Bachelor's Degree from an accredited college or university in Computer Science or a closely related field. OR, two (2) years of qualifying experience (in addition to the experience already required) AND an Associate of Arts degree in computer science or a closely related field may substitute for the Bachelor's Degree.

License and/or Certificates:

- Valid Driver's License issued by the California Department of Motor Vehicles and proof of good driving record as evidenced by the absence of multiple or serious traffic violations or accidents for at least two (2) years duration. The driving record will not contribute to an increase in the District's automobile rates. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis.

Working Conditions and Physical Demands

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

- Travels frequently by automobile in conducting District business.
- Regularly communicates orally with District management, coworkers, and the public in face-to-face, one-on-one, and group settings.
- Regularly uses a telephone and email for communication.
- Regularly uses office equipment, such as computers and copiers.
- Sits or stands for extended time periods.
- Ability to carry, reach, and lift supplies and equipment weighing up to 50 pounds.
- Ability to push, pull, and maneuver supplies and equipment of varying weights and configurations.
- Ability to stoop, kneel, crouch, crawl, and climb during IT work.
- Hearing and vision within normal ranges with or without correction.
- Occasionally may be required to change working hours or work overtime.

The specific statements shown in each section of this class specification are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

APPROVED:

Dated: 2/19/19

By: 
Dan York
General Manager