



## Information Systems Analyst I

### **DEFINITION**

Under immediate supervision of assigned supervisory and management personnel, performs a variety of professional level duties in the activities of Information Systems including computer applications, operating systems, databases, hardware, and department operations; and performs related work as required.

### **DISTINGUISHING CHARACTERISTICS**

Under immediate supervision, provides a wide range of computer support services, including troubleshooting, installation, maintenance and administrative support for District computer hardware software, network systems and peripheral equipment. This is the entry level class in the Information Systems Analyst series. This class is distinguished from the Information Systems Analyst II by the performance of the more routine tasks and duties assigned to positions within the series, including support for the least complex systems.

Positions in the Information Systems Analyst class series are flexibly staffed; positions at the Information Systems Analyst II level are normally filled by advancement from the Information Systems Analyst I level; progression to the Information Systems Analyst II level is dependent on (i) management affirmation that the position is performing the full range of duties assigned to the classification; (ii) satisfactory work performance; (iii) the incumbent meeting the minimum qualifications for the classification including any licenses and certifications; (iv) the incumbent satisfactorily meeting the internal promotional criteria; and (v) management approval for progression to the Information Systems Analyst II level.

### **EXAMPLES OF DUTIES**

Typical duties may include but are not limited to the following:

- Assist users in resolving daily operational and /or technical problems;
- assists in the technical support for all District Information systems;
- performs operating system tasks as directed; ;
- installs and configures computer hardware and related peripherals;
- installs new application software and upgrades;
- performs data restoration;
- performs minor PC and peripheral repairs;
- performs minor PC application programming;
- maintains system and user documentation;
- maintains records of all problems, repairs, and materials used;
- follows applicable safety rules and regulations;
- provides problem definition and troubleshooting assistance

## **QUALIFICATIONS FOR EMPLOYMENT**

### Knowledge of:

- Basic theories and applications of computer science;
- basic principles and practices used in Information Systems operations;
- PC hardware and software components;
- basic methods and techniques used in the installation, troubleshooting, and maintenance of Information Systems hardware and software;
- computer system technology and vocabulary; and
- proper spelling, grammar, punctuation and writing practices.

### Ability to:

- Provide technical support for the implementation and maintenance of Information Systems hardware and software;
- respond to and identify user needs and help determine resolutions;
- learn to detect, isolate, and help resolve application, operating system, database, or hardware problems;
- learn to analyze and assess the technological needs of District departments;
- learn to recommend appropriate technology to meet client needs;
- understand and carry out oral and written instructions and keep accurate records;
- communicate clearly and concisely, both orally and in writing;
- establish and maintain effective working relationships with those contacted in the course of work;
- depending upon job assignment, drive vehicle; and
- travel to alternative work locations and offsite meetings.

Training and Experience: Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

- Graduation from college with a four-year degree in computer science or related field; and one year of experience providing technical support of computer hardware and software and installation, maintenance, and repair of computer hardware and software;
- or
- Graduation from college with a two-year degree in computer science or related field; and two years of experience providing technical support of computer hardware and software, installation, maintenance, and repair of computer hardware and software.

## **INTERNAL PROMOTIONAL CRITERIA:**

For non-competitive internal promotional criteria, please refer to the Flex Criteria Matrix for the applicable classification series.

### **OTHER REQUIREMENTS**

- Per California Government Code, Title 1, Division 4, Chapter 8, Section 3100 “all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law.”
- Willingness to work varying shifts when filling in for Computer Operator.

### **LICENSES AND/OR CERTIFICATIONS**

Depending upon assignment, possession of or the ability to obtain an appropriate California driver's license issued by the State Department of Motor Vehicles and satisfactory driving record.

### **PHYSICAL DEMANDS AND WORKING CONDITIONS**

During the course of performing job duties the employee will need the mobility to work in a standard office setting, use standard office equipment such as a personal computer, word processing and data base software, calculator, a copy and/or fax machine; enter and retrieve data from personal computers and terminals via keyboards which is often performed while sitting for extended periods of time; operate office equipment requiring repetitive arm/hand movement and/or the coordinated movement of more than one limb simultaneously. The employee frequently stands, walks, bends at neck and waists, twists at neck and waist, uses repetitive hand movement, uses simple and power grasping with both hands, uses fine manipulation of both hands and fingers, and may require use of the arms above the shoulder, climb or balance; stoop, kneel or crouch. This position requires that the employee demonstrate adequate hearing and speech to converse in person and over the telephone, and vision to read printed materials and use a computer screen. The employee is occasionally required to lift and carry short distances objects such as reams of copier paper, office supplies, files, books, printed materials and other packages weighing up to 50 pounds.

The noise level in the work environment is quiet to moderate noise. Position may require the ability to work overtime and weekends as needed.

Employees who drive on District business to carry out job-related duties must possess a California driver's license for the class of vehicle driven and meet automobile insurability requirements of the District including review of a recent DMV history. In order to drive, individuals must be physically capable of operating the vehicles and equipment safely.

*To be successful in this job, an individual must be able to satisfactorily perform each of the listed duties. These duties are representative of the knowledge, skill and/or ability required for the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the duties and functions of the position. Requests for reasonable accommodation should be directed to the Human Resources Manager.*

Established: April 2000  
Revised: October 2008, November 2021  
Approved by: Human Resources Manager