



## Information Systems Analyst III

### **DEFINITION**

Under direction 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 to do related work as required.

### **DISTINGUISHING CHARACTERISTICS**

Under direction, provides a wide range of administrative and analytical computer support services, including troubleshooting, installation, maintenance, administrative and analytical support for the most complex District computer hardware, software, network systems and peripheral equipment. This is the advanced level class in the Information Systems Analyst series. Positions in this class are required to have expertise in all procedures related to assigned work assignment areas ( i.e., operating systems, hardware, applications, and databases). This class is distinguished from others in the series by the level of responsibility and duties assigned. Advancement to this level is based on current District need, and demonstrated proficiency by passing a District test (or industry standard tests) designed to measure advanced level skills specific to assigned areas.

### **EXAMPLES OF DUTIES**

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

- Assists users in resolving daily operational and/or technical problems;
- provides administrative and technical support for District Information Systems;
- installs and maintains operating systems security, login procedures, backups and restores;
- installs, configures, and facilitates repair for computer hardware and related peripherals;
- installs new application software and upgrades;
- performs application programming;
- establishes and maintains reports against the District's application databases;
- develops and maintains system and user documentation and procedures;
- maintains records of all problems, solutions and resources used;
- provides problem definition and trouble-shooting;
- develops and maintains standards;
- follows applicable safety rules and regulations;
- analyzes user requirements, designs and develops solutions;
- prepares reports and correspondence;
- trains operations personnel and users in the use of application programs;
- evaluates and recommends vendor products and determines compatibility with existing system;
- consults with others to verify data accuracy and availability;
- project management including lead direction of project or program staff;

- advanced data and systems integration;
- application and data quality assurance;
- systems and data security.

## **QUALIFICATIONS FOR EMPLOYMENT**

### **Knowledge of:**

- Advanced theories and applications of computer science;
- advanced principles and practices used in Information Systems operations;
- computer hardware and software components;
- advanced methods and techniques used in the installation, trouble shooting, and maintenance of Information Systems hardware and software;
- operational characteristics of a variety of computer platforms and operating systems;
- expertise in multiple work assignment areas;
- computer systems technology and vocabulary;
- proper spelling, grammar, punctuation and writing practices;
- project management methods and techniques;
- advanced application development;
- quality assurance principles and practices;
- systems security principles and practices.

### **Ability to:**

- Manage complex systems implementation projects;
- provide technical support for the maintenance of Information Systems hardware and software;
- respond to and identify user needs and help determine resolutions;
- detect, isolate, and help resolve complex application, operating system, database, or hardware problems;
- analyze and assess the technological needs of District departments;
- recommend appropriate technology to meet client needs;
- methods and techniques of system design, development and implementation;
- 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.;
- travel to off-site work locations and off-site meetings depending upon job assignment..

**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,

three years of increasingly responsible journey level experience, equivalent to the Information Systems Analyst II level, providing support of computer applications, operating systems, hardware, databases, and end users.

OR

Graduation from college with a two-year degree in computer science or related field; and, Four years of increasingly responsible experience providing support of computer applications and end users.

#### **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.” (Ref: California Government Code, Title 1, Division 4, Chapter 8, Sections 3100 – 3109;
- Depending upon assignment, possession of a valid 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, operate equipment, which may include office and/or field equipment, or specialized instruments or tools requiring repetitive arm/hand movement and/or the coordinated movement of more than one limb simultaneously; enter and retrieve data from personal computers and terminals via keyboards which is often performed while sitting for extended periods of time. The employee frequently stands, walks, bends at neck and waists, twists at neck and waist, 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. The employee may work at heights up to ten to twelve feet climbing ladders or stairs. 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 or equipment weighing up to 10 to 25 pounds, occasionally lift 50 pounds. 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 noise level in the work environment is quiet to moderate noise. The employee is exposed to potential electrical shock and works in and around areas with major amount of dust. The position may require the ability to work overtime and weekends as needed.

*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:** February, 1998  
**Last Revised:** January, 2004  
**Revised:** October, 2008