

FIRE DEPARTMENT  
SANTA CLARA COUNTY

**INFORMATION SYSTEMS ANALYST I**

DEFINITION

The Information Systems Analyst I generally assists in performance of information systems duties in the development, installation, and maintenance of application software and maintenance and administration of computer systems; assists in providing technical support and assistance to Department users; and assists in performing a variety of analytical and technical duties relative to the Information Technology unit.

This is a Fair Labor Standards Act non-exempt, represented position in the Classified Service.

DISTINGUISHING CHARACTERISTICS

This is an entry-level class in the Information Systems Analyst series. This class is distinguished from the Information Systems Analyst II by the performance of more routine tasks and duties, including support of the least complex systems and applications. This class will require close supervision since it is typically used as a training class.

The classifications of Information Systems Analyst I and II are alternately staffed classifications.

EXAMPLE OF DUTIES

Depending upon assignment, duties may include, but are not limited to the following:

- Assist in performance of a variety of professional level duties to support information technology systems and programs in assigned area; serve as liaison between system users and information systems staff in the development, implementation, administration and maintenance of information systems, computer programs, and software applications.
- Assist in providing technical assistance to system users in accordance with applicable information systems policies, procedures, methods, and techniques.
- Respond to requests from users; provide solutions to operations problems; refer users to appropriate staff member.
- Assist in installing, evaluating, and maintaining software applications and computer hardware; troubleshoot and rectify problems; recommend changes as needed.
- Assist in coordinating and document testing of new or revised software applications.
- Assist in performing system maintenance activities on various files; monitor system disks for space; maintain desktop / mobile device security; reset user passwords; grant or revoke system access.

EXAMPLE OF DUTIES (continued)

- Assist in providing support to local area networks; assist in creating and modifying user accounts; assist in installing and configuring hardware and software; enable local area network connection; assist in maintaining file servers; assist in coordinating maintenance and repair with information systems or vendor staff.
- Assist in developing and updating written technical documentation, internal operating procedures, and user manuals and instructions; develop instructional materials and conduct training programs on software applications; update technical and training manuals as required.
- Assist in performing quality assurance duties; review new application software for compliance with applicable quality assurance standards before implementation.
- Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of information technology.
- May work irregular and protracted hours, including weekends.
- Perform other duties as assigned.

EMPLOYMENT STANDARDS

Education and Experience: Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

A bachelor's degree from an accredited college or university with major course work in computer science, information systems or a related field and one (1) year experience in applications programming and/or systems analysis.

Or

Possession of an associate's degree in computer science, information systems, business, or a closely related field and two (2) years of recent, increasingly responsible experience designing programming, analysis and administration of computer hardware and software systems.

Or

Three (3) years of recent, increasingly responsible experience designing, programming, analysis and administration of computer hardware and software systems.

Knowledge Of:

- Basic understanding of the Apple and Windows platforms.
- Basic theories and applications of computer science.
- Basic principles and practices of applications systems programming.

Knowledge Of: (continued)

- Personal computer hardware and software components.
- Basic knowledge of Apple desktops/laptops/iOS devices.
- Basic knowledge of UNIX.
- Basic methods and techniques used in the installation, troubleshooting and maintenance of software applications.
- Basic methods and techniques used in the installation, troubleshooting, upgrading, and problem resolution of information systems.
- Operational characteristics of various computer programs, networks, software packages, and programming languages.
- Basic characteristics of various computer programs, networks, software packages, and programming languages.

Ability To:

- Provide technical support for the implementation and maintenance of various software applications.
- Create various reports, charts, and other materials from multiple layers of data stored in Department databases.
- Respond to and identify user needs and determine resolutions.
- Learn methods and techniques of application development, system design, and programming.
- Learn to recommend, design, implement, and install computer software applications.
- Learn to apply a wide variety of computer programming languages.
- Learn to troubleshoot, detect, isolate, and resolve application problems.
- Learn to analyze and assess the technological needs of Department groups.
- Learn to install, troubleshoot, and upgrade Department information systems.
- Learn to evaluate, test, implement, and support new operating systems.
- Learn to analyze and assess the technological needs of Department groups.
- Perform routine systems analysis duties.
- Recommend appropriate technology to meet client needs.

Ability To: (continued)

- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain excellent, effective, and professional working relationships with those contacted in the course of work.
- Work irregular and protracted hours, including weekends.
- Work independently, with supervision as needed.
- Work collaboratively.
- Effectively manage multiple projects and priorities.
- Recognize problems and develop recommendations and solutions.

Working Conditions/Physical Demands: Work is performed both in an office setting and in the field. There may be exposure to noise and dust. Work may involve physical exertion including walking, standing, kneeling, stooping, reaching, lifting, crawling, and climbing. Perform simple and power grasping, pushing, pulling, and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of up to 50 pounds. Manual dexterity; clear, understandable speech; and visual and hearing acuity are also required.

Required License: Possession of a valid state of California driver's license.

Employment Condition: An incumbent will remain in this classification until s/he fulfills the qualifications of the Information Systems Analyst II and has passed probation. The Director of Business Services shall make the promotional recommendation to the Fire Chief, and upon approval of the Fire Chief, the incumbent will be promoted to the Information Systems Analyst II classification.

Pre-Employment Conditions: The candidate must pass a background check, Live Scan fingerprint, and psychological examination, and complete a medical examination.