Midpeninsula Regional Open Space District

SENIOR INFORMATION TECHNOLOGY ANALYST

DEFINITION

Under general direction, leads, oversees, reviews, and participates in the work of staff performing technical support and analysis for the District's information technology systems, cybersecurity, and infrastructure within the Information Systems and Technology Department including mobile device management, cloud services, networking and server systems; collaborates with other departments on technology solutions, and ensures secure, reliable, and efficient IT operations; coordinates assigned activities with other District departments and outside agencies; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Information Technology Program Manager. Exercises technical and functional direction over and provides training to lower-level staff.

CLASS CHARACTERISTICS

This is the advanced journey-level classification in the IT Analyst series responsible for performing the most complex work assigned to the series. Incumbents regularly work on tasks which are varied and complex requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to ensure efficient and effective servicing function of the assigned program area. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to complete assignments. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements. This class is distinguished from the Information Technology Program Manager in that the latter is the full supervisory classification with responsibilities for the supervision and evaluation of assigned staff.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Leads, oversees, reviews, and participates in the work of staff performing information services and technology support; assumes responsibility for the workflow of an assigned work unit by making work assignments, ensuring that work is consistent with quality standards, and timeline expectations are met.
- Performs the more complex work, including assignments for which there are little or no directly related policies, procedures, or past practice requiring the exercise of independent judgment and discretion in establishing work plans, identifying resources, and completing assignments.
- Provides input for personnel decisions such as performance evaluations, promotions, hiring, and disciplinary actions.
- Administers and maintains enterprise mobile device management systems and associated hardware/software across multiple platforms.
- Oversees cloud services and Software as a Service (SaaS) applications, ensuring optimal performance, security, and integration with organizational workflows.

- Provides advanced technical support, documentation, and training for IT staff and end users.
- Collaborates with internal stakeholders to design and implement technology solutions that meet evolving business needs.
- Deploys, maintains, and upgrades server and network infrastructure, including virtualized environments and enterprise applications.
- Develops and executes scripts and automation tools to streamline processes and resolve complex technical issues.
- Monitors and mitigates cybersecurity risks through proactive analysis and implementation of security measures.
- Designs and develops processes and systems to ensure the backup and security of the District's database systems; works with departments and management to develop database security and recovery policies and procedures.
- Participates in planning and execution of IT systems for new facilities, remodels, and organizational expansions.
- Supports IT helpdesk escalations and ensures timely resolution of critical issues.
- Serves as a technical lead for assigned projects, including developing project budget and allocating resources, gathering user and system requirements, working with vendors, contractors, project managers, and other project staff, installing, configuring, testing, and providing general technical support, and developing technical and user documentation.
- Evaluates emerging technologies and coordinates with vendors to ensure quality and compliance with organizational standards.
- Stays current with emerging AI tools and assists in evaluating, configuring, and implementing approved AI solutions.
- Manages telecommunications accounts and services, ensuring continuity and cost-effectiveness.
- Performs systems and server maintenance checks and back-ups; processes and distributes standard and recurring reports for users.
- Provides technical support for organizational meetings and events, including remote and on-site setups.
- Participates in the review and recommendation of contracts with outside vendors and consultants; administers, monitors, and evaluates contract scope of work, reviews design documents, and ensures technical integrity.
- Serves as liaison for assigned functions with other District departments, divisions, and outside agencies; provides staff support to commissions, committees, and task forces, as required.
- Ensures staff observe and comply with all District and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles of providing functional direction and training to assigned staff.
- Principles and practices of leadership.
- Principles, practices, and methods for administering and coordinating comprehensive information systems and programs.
- Industry standards for backup and recovery of network and server infrastructure and data.
- Current developments, literature, and sources of information related to information systems and technology.
- Various software packages, SQL databases, and reporting tools.
- Operations, maintenance, repair, and administration of servers, virtual machines, mobile devices, and related technology.
- System administration for Microsoft Cloud Services, Exchange Server, Windows Server, virtualization, VOIP, and Mobile Device Management (MDM).

- Virtualized server design and configuration using Storage Area Networks (SAN) and virtualization software.
- Diverse operating system environments, scalable database platforms; LAN/WAN design, operations, and Open Systems Interconnection (OSI) model principles.
- Scripting methods and techniques.
- Troubleshooting, configuration, and installation techniques for IT systems and infrastructure.
- Best practices for cybersecurity, risk mitigation, and compliance with security standards.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned division.
- Methods and techniques of preparing technical and administrative reports, and general business correspondence.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Perform complex technical support functions for assigned responsibilities and troubleshoot problems effectively.
- Diagnose and resolve complex IT issues, document remediation processes, and recommend solutions.
- Analyze information requirements, identify problems, and ensure efficient utilization of computer systems.
- Organize and prioritize multiple projects and tasks to meet critical deadlines.
- Develop and execute scripts and automation tools to streamline workflows and resolve technical challenges.
- Implement and maintain secure IT systems, applying best practices for cybersecurity and risk mitigation.
- Communicate technical concepts clearly and provide guidance and training to staff and end users.
- Collaborate with internal stakeholders and vendors to design and implement technology solutions.
- Evaluate emerging technologies, tools, systems or artificial intelligence platforms to determine District use cases, benefits, or feasibility.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relative to the work performed.
- Effectively represent the division and the District in meetings with governmental agencies, community groups, various business, professional, and regulatory organizations, and in meetings with individuals.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.

- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

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

Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in computer science, information technology, or a closely related field.

Experience:

- Five (5) years of increasingly responsible experience with information technology management, systems integration, project management, and security equivalent to the IT Analyst II with the District.

Licenses and Certifications:

- Possession of a valid California Driver's License to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various district sites; vision to read printed materials and a computer screen, as well as interpret colored warning and alarm lights on computer equipment; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 40 pounds.

ENVIRONMENTAL CONDITIONS

Employees work primarily in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may be required to travel to District field sites where exposure to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, and mechanical and/or electrical hazards are possible. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

EFFECTIVE: August 2016
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FLSA: Exempt