NEVADA IRRIGATION DISTRICT			
Job Description			
Job Title:	Information Technology Analyst I/II	Reports To:	Information Technology Administrator
Salary Range:	B77 / B80	Approved by Board of Directors:	01/24/2024
FLSA Status:	Non-exempt	Unit:	Unrepresented - Confidential
*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*			

Definition

Under supervision, performs various professional-level duties related to technical and operational support, programming, and internal customer services for the District departments. In addition, implement servers, workstations, telecommunications, network infrastructure and security; and to perform technical tasks related to evaluating, introducing, and maintaining information technology systems.

Distinguishing Characteristics

Information Technology Analyst I: This is the entry level class in the Information Technology Analyst series. Positions in this class typically have little or no directly related work experience. The Information Technology Analyst I class is distinguished from the II level by the performance of less than the full range of duties assigned to the II level. Incumbents work under general supervision while learning job tasks, progressing to direction as procedures and processes of designated areas of responsibility are learned.

Information Technology Analyst II: This is the journey level class in the Information Technology Analyst series and is distinguished from the I level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are typically filled by advancement from the I level.

Supervision Received and Exercised

Information Technology Analyst I

Receives general direction from the assigned supervisor.

Information Technology Analyst II

Receives general direction from an assigned supervisor. May provide technical and functional supervision over technical personnel.

ESSENTIAL DUTIES:

Essential and other important responsibilities and duties may include, but are not limited to, the following:

1. Perform various specialized, highly technical, and complex computer database system or network system duties in support of specialized functions or programs.

2. Provide operation systems oversight to the District's server, network and database infrastructure, including but not limited to programming, building, analyzing, diagnosing, maintaining, securing and operating various systems and applications.

3. Answer questions and respond to end-user requests in a timely manner, and provide information, assistance, and training to personnel and departments on technology-related issues.

4. Coordinate information system activities with users; assist in assessing output requirements, data processing schedules, volume of transaction data and other factors to determine the level and type of computer information system support required.

5. Analyzes, diagnoses, tests and recommends, or provides appropriate solutions for problems with systems, terminals, computers, E-mail, Internet, software, hardware geographic information system, telecommunication or other technology related issues.

6. Stays current with technology advancements; develops and presents training to District staff on relevant technology related information, new equipment, and program upgrades.

7. Prepares and maintains documentation and instructions; maintains and updates manuals, codebooks, templates, web pages and related documents; and follows protocols and procedures.

8. Assist with research of solutions and the procurement of technology related equipment or services; research specifications and costs; beta test experimental systems, programs, and equipment; and research and prepare related reports with recommendations.

9. Acts as a liaison between vendors, technical support, and departments to resolve system problems: resolves user problems and maintains user contact to assess needs answer questions and provide technical information.

10. May plan, prioritize, and review the work of technical staff, develop schedules and methods to accomplish assignments, provide and coordinate staff training, and work with employees to correct deficiencies.

11. Provide technical support for desktop-related problems; conducts interviews to understand and document end-user workflows and system needs.

12. Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.

13. Perform related duties as assigned.

14. Installs, configures, manages, and supports the network, server, and telecommunications infrastructure; monitors and maintains local and wide area network; manages network file and print server functions; creates and maintains user connectivity; creates user accounts based on established protocols; coordinates installation of network and application software.

15. Implements internal control, network security methodologies, and other security systems for data, systems, hardware protection and recovery procedures; ensures timely and accurate backup of data; implements disaster recovery procedures as needed; maintains appropriate confidentiality of sensitive information.

16. Installs, configures, programs and tests servers, network systems and other computer related software and hardware; monitors systems and network resources; performs

appropriate testing functions as needed; coordinates network and software upgrades; develops time and cost estimates for new projects and maintenance changes as needed.

17. Maintains availability of network systems; reviews system logs and troubleshoots network malfunctions; allocates and monitors server disk storage space for users on network; allocates and monitors server memory usage to ensure efficient dynamic memory usage.

18. Provides support for the database and application environment; plans, designs, develops, modifies, tests and implements all application / database administration aspects, including support of relational database management and geographic information systems.

19. Prepares recommendations to users for the collection of data to be stored in tables; maintains/creates schematics, data models and/or schemas for databases; manages naming conventions and data dictionaries; perform routine maintenance to the organization's tables.

20. Implements and maintains database and data file security features and procedures to ensure the integrity and security of data resources and maintains appropriate confidentiality of sensitive information.

21. Creates and maintains scheduled tasks to automate routine procedures and processes; develops test plans and scripts; monitor logs; implement and test backup, restore and disaster recovery procedures.

22. Monitors, supports and oversees vendor software release cycles and deployment activities; develops time and cost estimates for new projects and maintenance changes as needed.

23. Reviews database utilization and performs tuning to ensure optimal performance; conducts and reviews tests of database servers to verify performance objectives and quality standards.

24. Creates tables, custom queries, and export/import data as needed; designs and creates reports.

25. Uses software to produce geographical analysis and graphical interpretations of data for maps and reports used by the District and outside agencies.

26. Develops and designs databases associated with GIS base mapping and subsequent map layers; creates and maintains data sets using a variety of databases; creates and interprets reports or maps as requested.

Qualifications

Information Technology Analyst I
Knowledge of:
- Methods and techniques of evaluating and analyzing software, hardware, and application systems and achieving efficient system utilizations.
- Principles and practices of business office automation and information technology, including network systems, cyber security, geographic information systems, database administration and operating systems, software and hardware, and telecommunications.
- Common application programming languages. Computer logic and capabilities, characteristics, and limitations of automation systems.

- Principles and practices of systems and procedures analysis and design, including procedures and methods for systems documentation.

Skills/Ability to:
- Perform various professional-level duties related to technical and operational support, programming, and internal customer services for District departments.
- Work efficiently and effectively with various software, hardware, operating systems, databases, network systems, geographic information systems and telecommunications systems, including installation, upgrade, maintenance and troubleshooting.
- Write and perform programming functions in appropriate computer languages.
- Monitor computer information system utilization and recommend proper revisions to processes.
- Develop and test programs; prepare test data, and test and debug application programs.
- Establish and maintain effective working relationships with those contacted during work. Communicate clearly and concisely, both orally and in writing.

Information Technology Analyst II
In addition to qualifications for the Information Technology Analyst l:

Knowledge of:
- Computer technology, system analysis, programming techniques, and computer and system capacity.
- Networks, databases, geographic information systems, Internet, hardware and software technology.
- Troubleshooting methods to resolve complex system problems.
- Database security standards and file and recovery methods, and techniques.
- Principles and practices of technical and functional supervision and training.

Skills/Ability to:
- Independently perform various professional level duties related to technical and operational support, programming, and internal customer services for District departments.
- Develop, revise, install, and utilize automated systems and procedures.
- Analyze and develop functional and technical requirements and specifications and conduct feasibility studies.
- Operate and maintain hardware and software systems.
- Integrate various software applications.
- Conduct research and analysis to solve technical and administrative problems and recommend alternatives.
- Provide technical and functional supervision over assigned staff; effectively train staff.

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

Experience:
IT Analyst I: One year of responsible professional information technology experience and operational support and programming is desirable.

<u>IT Analyst II:</u> Three years of responsible experience similar to Information Technology Analyst I with the Nevada Irrigation District.

<u>Education:</u>
IT Analyst I/II: Equivalent to a Bachelor's degree from an accredited college or university in computer science, information systems, network administration or a related field.

<u>License and Certificate:</u>
IT Analyst I/II: Possession of a valid California driver's license.

<u>Working Conditions</u>
<u>Environmental Conditions:</u>
Work is typically performed in a temperature-controlled office environment subject to typical office noise.

<u>Physical Conditions:</u>
Essential functions may require maintaining physical condition necessary to sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, write or use a keyboard to communicate through written means; and lift or carry weight of 50 pounds or less.

<u>Vision:</u> See in the normal visual range with or without correction. Specific vision abilities required by this job include close vision and the ability to focus.

<u>Hearing:</u> Hear in the normal audio range with or without correction.

<u>Mental Conditions:</u>
Essential functions may require maintaining mental condition necessary to know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures; handle conflict.