



## Town of Oro Valley Classification Description

Title: **INFORMATION TECHNOLOGY ANALYST** Department: Innovation & Technology  
Job Code: 1515 Salary Grade: 113  
FLSA Status: Exempt

### **POSITION SUMMARY:**

Provides technical solutions in support of software, hardware, operating systems, and advanced PC applications. Provides IT support in a customer-oriented organization, where the exercise of excellent customer service, teamwork and relations is paramount.

Work includes daily support functions including: workstation construction, hardware and software upgrade and maintenance, analyzing problems and requests for support from customers, troubleshooting personal computer issues (hardware, software, or network), troubleshooting IT devices (e.g. printers, scanners, projectors, wireless access points, etc), preparing and maintaining customer service reference documents for training. Analyzes support processes and makes written recommendations and/or proposals to IT management. Implements approved process changes and/or solutions into the environment using effective communication and training.

Under general supervision, work requires considerable exercise of initiative and independent judgment in managing multiple priorities and in coordinating work activities to meet established schedules and goals.

### **ESSENTIAL JOB FUNCTIONS:**

- A. Provides technical support to staff, including installing, diagnosing, repairing and maintaining computer hardware and software.
- B. Researches current and new technologies to integrate into current system.
- C. Analyzes support processes and procedures and proposes changes to increase support effectiveness.
- D. Researches technology advancements, prices and issues to recommend for purchase.
- E. Builds, installs and maintains PC's and operating systems.
- F. Assists with network upgrades.
- G. Maintains and troubleshoots Local and Wireless Area Networks.
- H. Creates effective support documentation for IT and end users.
- I. Trains end users on IT support elements (policies, procedures, and computer use).

## **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

- Considerable skill in analyzing computer systems to identify problems, developing logical conclusions and effective system or program solutions.
- Hardware and software installation, operation, and maintenance of desktop and portable computers.
- Considerable skill working with current Windows desktop and server operating systems.
- Strong knowledge of current Microsoft Office applications.
- Strong knowledge of Ethernet networking principles.
- Knowledge of database driven applications.
- Knowledge of telecommunications hardware and principles.
- Knowledge of Internet elements including but not limited to www, email, ftp, DNS, TCP/IP, and html.
- Knowledge of the principles of electronic mail systems.
- Ability to analyze IT problems and to arrive at workable solutions.
- Ability to work cooperatively with users, vendors, associate personnel and department management in a responsive, helpful, courteous and tactful manner.
- Ability to communicate clearly and concisely both verbally and in writing and to prepare reports, analysis, proposals, and other informational materials.
- Familiarity with federal, state and local laws, codes, and regulations pertaining to the use of computer hardware and software.
- Ability to perform physically demanding activities including climbing ladders, lifting and carrying heavy objects.

## **MINIMUM QUALIFICATIONS:**

- Bachelor's degree, or equivalent experience, from an accredited college or university with major course work in computer information systems, computer science, or related field.
- Minimum two years of experience, with increasing responsibilities, in a professional, multi-user network environment involving personal computer hardware and software implementation and support, or any equivalent combination of experience and additional education that provides the knowledge, skills, and abilities to perform this work.
- Individual must be judged acceptable based on Arizona Criminal Justice Information System background check and a screening by the Oro Valley Police Department.

## **ENVIRONMENTAL FACTORS and WORKING CONDITIONS:**

- Work is performed in an indoor and outdoor environment.