Job Description

Job Title:	Information Technology Analyst	Classification:	Classified
Department:	Information Technology	Grade:	210
Occupational Group:	Information Technology	FLSA:	Non-Exempt
Status:	Full-Time	Supervisory:	No

Primary Purpose

Under general supervision; operates, monitors, and maintains the City's Local Area Networks (LAN) and installs and maintains personal computers (PC), which comprises the City's Wide Area Network (WAN), to ensure stable network operations; resolves end users problems timely and accurately.

Essential Job Functions

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Regular and consistent attendance for the assigned work schedule is essential.

1. Maintains the operation and security of the City's LAN and PCs.
2. Installs PCs for City users, troubleshoots PC problems, provides basic customer service to City staff as requested or assigned.
3. Coordinates and manages repairs to the LAN or PC; implements/installs vendor updates, fixes, and enhancements to the network's operating system and PC software.
4. Updates the Director of any change in status of the WAN; serves as backup to the City's Network Administrator as needed.
5. Determines optimum performance parameters of the WAN and ensures, with the assistance of third-party support firms, the WAN operates at maximum efficiency.
6. Assists Director in implementing and maintaining WAN system security.
7. Maintains accounting records for materials and labor charges for repairs, maintenance, installation, testing, training, and other services related to the WAN and PCs as provided by a third party.
8. Maintains inventory of WAN and PC; tracks and maintains inventory of LAN and PC equipment and software. Maintains physical security for copies of LAN and PC software.
9. Tracks and maintains service logs for WAN and PC service requests.
10. Assists with training City staff in office automation software applications.
11. Assists the City in the development and support of the City's Internet presence.
12. Contributes effectively to the Information Technology Department, communicates effectively with co-workers, both within the department as well as outside the department. Maintains satisfactory attendance to ensure duties are performed without negatively impacting co-workers or delivery of service to the public.
13. Maintains the confidentiality of files, records, reports as required by law, City policy, and procedures.

Other Duties

- Attends and participates effectively at departmental staff meetings.
- Performs other duties as assigned.

Minimum Qualifications

Knowledge of: LAN, PC, and WAN as it relates to the operation and maintenance of a variety of computer hardware/software; installation and maintenance procedures for a variety of computer software; purpose and use of appropriate information sources; proficiency with Microsoft Windows Professional and Windows Server; Microsoft Office Suite.

Skill in: Establishing and maintaining effective working relationships with computer users; performing routine maintenance on a variety of computer hardware and software; operating a variety of computer hardware and peripherals associated with the LAN, PC, and WAN; Microsoft Office Suite.

Education: Graduation from an accredited college, university, or trade school with an Associate's degree in Computer Science, Computer Information Systems, or related discipline certification. A Bachelor's degree in a field noted above or related discipline is preferred.

Experience: One year of network management experience in network management and Microsoft operations is required. Prior local government work experience is preferred. Additional work experience may be substituted for the educational requirements subject to approval by the Director and Human Resources.

Licenses and Certifications: Possess and maintain a valid state issued driver's license.

Physical Demands Requirements and Working Conditions

This is primarily an 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; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone. 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 weighing up to 20 pounds.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset members of the public or their representatives while enforcing departmental policies and procedures.

Miscellaneous Requirements

Requires successful post-offer completion of a background investigation, physical exam, and drug test as a condition of employment with the City of Joplin.

Revision Date: 11/01/2021	Type of Change: Update position
Revision details: City-wide job description revision and updates.	