CITY OF LAKE ELSINORE

IT DATABASE ANALYST

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications within the position.*

DEFINITION:

Under general supervision, to perform a variety of professional, technical and analytical duties in the areas of programming, testing, troubleshooting, installation, implementation, documentation and maintenance of assigned systems, databases, programs and applications; and perform other duties as assigned.

DISTINGUISHING CHARACTERISTICS:

This is the journey level classification in the Information Technology series. Incumbents in this class perform technical and professional work in the areas of application design, voice/data network implementation, operations, databases, or similar area of expertise. This class is distinguished from the IT Technician by the increased difficulty and complexity of work performed and the greater degree of independent judgment exercised and lesser degree of supervision received.

SUPERVISION RECEIVED/EXERCISED:

General supervision is provided by the Information Technology Supervisor. Incumbents in this role typically do not supervise others.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Perform routine system analysis in the design, development, implementation, maintenance and troubleshooting of information systems, networks, servers, supporting hardware and software applications.

- Provide technical assistance to system users in accordance with applicable information systems policies, procedures, methods and techniques.

- Participate in evaluating, planning, implementing and integrating new systems and current system upgrades.

- Prepare and design technical reports through database and report writing tools.

- Develop time management tasks as they relate to a project implementation.

- Perform research, gather costing information, vendor quotes and recommend hardware and software based on current or new City standards.

- Develop and produce system documentation, instructional and procedural manuals.

- Coordinate and conduct training for client users on assigned systems, applications, or other special projects.

- Work with administration and propose enhancements to improve services, policies, and procedures.

- Maintain effective and professional relationships with vendors and their technical support personnel.

PHYSICAL, MENTAL, AND ENVIRONMENTAL WORKING CONDITIONS:

Working conditions in the office are clean, well lit and subject to varying temperatures and humidity. Working conditions in the field are subject to variations in temperature, and may include wind and rain, and other elements. Requires ability to work safely out-of-doors in all weather, stand and walk for extended periods, lift and carry equipment alone frequently weighing up to 50 lbs., and up to 75 lbs. with assistance; work on slippery and uneven surfaces, grasp and hold objects and tools with full range of motion in wrists and arms, and hearing capacity sufficient to understand conversations. Also includes exposure to chemicals, biohazards, drowning, weather exposure, trip/fall hazards, power tools and wild animals. Reasonable accommodations will be made for some physical demands for otherwise qualified individuals who require and request such accommodations.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience:

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for an IT Database Analyst. A typical way of obtaining the necessary knowledge is to possess one year of full-time work experience in computer science, information systems, voice/data communications, data center operations, database administration or a related field, and the equivalent to a Bachelor's Degree in Computer Science, Information Systems, or closely related field.

License/Certificate:

Possession of, or ability to obtain, a valid class C California driver's license. Certification as a Microsoft Certified Engineer is desirable.

KNOWLEDGE/ABILITIES: *(The following are a representative sample of the KSA's necessary to perform essential duties of the position.)*

Knowledge of:

- Operations, services and activities of information systems programs.
- Principles and practices of computer science and information systems.
- Basic operational characteristics of a variety of computer systems, applications, hardware, software and peripheral equipment.
- Basic technical writing and documentation methods and techniques.
- A variety of common operating systems, database platforms and programming languages.
- Basic programming methods and techniques.
- Basic systems and software application troubleshooting methods and techniques.
- Principles, practices, methods and techniques used in the installation, troubleshooting and maintenance of systems and applications.
- Principles and practices of quality assurance.
- Pertinent Federal, State and local codes, laws and regulations.
- Time management principles and techniques.
- Customer service principles and practices.

Ability to:

- Perform routine programming duties.
- Troubleshoot system and application problems using logical and methodical processes.
- Read, interpret and apply technical publications, manuals and other documents.
- Install, troubleshoot, test and support systems and applications.
- Provide technical support to systems or application design and development projects.
- Create reports, presentations and other special documents through database and report writing tools.
- Execute methods and techniques using a variety of application design and development tools.
- Carry out methods and techniques of programming a variety of applications and systems.
- Diagnose, troubleshoot and clear up network and VoIP problems.
- Maintain technical libraries and documentation files.
- Adapt to a fast paced environment and work both independently and as part of a team.
- Maintain customer service attitude and perspective under pressure.
- Carry a mobile device and respond to after-hours calls, as assigned.
- Communicate clearly and concisely, both verbally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Skill to:

- Logically troubleshoot and develop solutions relating to computer hardware, configuration, and software.
- Learn and apply new information technologies.
- Organize, prioritize, and follow-up on work assignments.

- Analyze a complex issue, and develop and implement an appropriate response.
- Establish and maintain effective and cooperative working relationships with those contacted in the course of work.
- Accept the input of supervisors and co-workers as well as provide input and be a team player.
- Identify with department and city goals and objectives; understand city priorities and needs.
- Operate an office computer and a variety of word processing and software applications.