CITY OF SAN CARLOS
ADOPTED CC: 5-10-99
REVISED CC: 4-10-00
REVISED CC: 7-08-13
REVISED CC: 6-22-15
FLSA: Non-Exempt

SYSTEMS ANALYST

DEFINITION

This classification is responsible for operations, maintenance and support of the City's desktop computer systems, telephone equipment and peripherals, and development and maintenance of the City intra, internet websites and provide application support. The position assists with the administration of the City's servers and networks.

SUPERVISION EXERCISED AND RECEIVED

Receives general supervision from the Information Technology Manager and may exercise functional supervision over contract help and vendors, including the City's Geographic Information System (GIS).

ESSENTIAL AND IMPORTANT DUTIES

- Performs desktop support on hardware, and peripherals, including software configuration and installation.
- Responsible for helping with the implementation of database systems and software applications including web based applications.
- Assists with technical LAN and WAN support activities.
- Knowledge of Geographic Information System (GIS).
- Performs troubleshooting and diagnostic services to determine the cause of hardware and software problems and provide timely resolution of same.
- Performs Internet and Intranet web design and maintenance duties.
- Maintains proficiency with current commercial Web server environments.
- E-mail server management and configuration.
- Maintains expertise in City standard hardware and software products.
- Provides high level of internal and external customer service.
- Assists the Information Technology Manager with hardware and software vendors for proper acquisition, installation, operation and maintenance of information technology systems.
- Relocate or modify hardware and software as needed.
- Wiping of data and disposal of assets per City of San Carlos' policy.
- Provide support for the San Carlos TV channel.
- Write clear, concise and accurate documentation on work procedures.
- Assist with inventory control using asset tags.
- Assist with tracking licenses and software.
- Detect and remove spyware, viruses and other malware.
- Participates on project teams to ensure successful implementation of new systems or upgrades to existing systems.
- Assists with the management and maintenance of the City's servers and networks Compiles and maintains server and network documentation.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of desktop computer hardware, software and peripherals and desktop support functions, state of the art networks, Internet and Intranet web design, software applications, and e-mail systems using a variety of platforms, hardware and software resources. Knowledge of City standard server, network and communications hardware, software and operating systems is desirable. Experience with client/server database technology and application development tools, with ability to support applications products. Experience with Web server configuration, management, and applications development tools such as IIS,

ASP and integration of these with backend databases using MS SQL. Knowledge of HTML and Web content management system (CMS). Knowledge of e-mail client and server technology, familiarity with Windows-specific client tools, such as Visual Basic and Active Server Page programming. Knowledge of Microsoft Operating System and Hyper-V. Knowledge of Cisco networking and VoIP. Familiarity with mobile applications, open data, cloud-based systems, LASS infrastructure and SaaS software is perfered.

Ability to perform desktop computer installations and peripheral configurations, installation of operating and application software, creation of accounts, and security. Ability to diagnose communications, hardware and software problems and take effective action to resolve problems in a timely manner. Ability to understand emerging technology and its application to improve services. Ability to use the Internet, remote communications, and other advanced tools to increase productivity and perform job functions. Ability to define the business requirement for departmental web-based projects, and implement these projects. Ability to establish and maintain effective working relationships with subordinates, peers, superiors, vendor representatives and customers.

EDUCATION AND TRAINING
Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be education equivalent to an Associate's degree from an accredited post-secondary institution in computer science, information systems or a closely related field. Qualifying background would be two years experience in desktop hardware and software configuration, installation, maintenance and support. Experience working in a public agency environment is desirable.

LICENSES AND CERTIFICATES
Incumbents must be able to travel to various locations within and outside the City of San Carlos to fulfill job responsibilities. When driving on City business, maintenance of a valid California driver's license is required.

SPECIAL REQUIREMENTS
Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, crawling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in the use small tools. Additionally, the position requires near vision in reading correspondence, statistical data, and using a computer, hear voices, and speak clearly and understandably to communicate and teach effectively. Lift up to 50 lbs.

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

WORK ENVIRONMENT
Incumbent generally works in an office setting. The noise level in the work environment is usually quiet, but can be moderately noisy. The work environment requires working in a public setting and interacting with members of the public.