

Staff Report

TO: Board of Directors

FROM: Greg Jones, Assistant General Manager
John Ortiz, Information Technology Administrator

DATE: January 10, 2024

SUBJECT: Modification of Position Classifications for the IT Department

ADMINISTRATION

RECOMMENDATION:

Discuss a proposed position description and re-classification for the Information Technology Technician, Information Technology Analyst and the creation of a new classification of Senior IT Analyst, and provide direction to staff as necessary.

BACKGROUND:

IT Technician:

The existing IT Technician position and description was originally approved and adopted by the Board of Directors in 2012. The IT Technician re-classification to a step I/II is a natural progression of skill, ability and compensation for this level of work and is in line with other Technician classification families at NID.

The IT Technician performs technical, operational and customer service support to all of NID's departments. The Technician installs, programs, and maintains computers and related hardware and software, operating systems while performing a variety of technical tasks.

Currently there is one FTE staff fulfilling the role as IT Technician.

IT Analyst:

The existing IT Analyst position and description was originally approved and adopted by the Board of Directors in 2012. As the demands of the Information Technology Department are on the rise, so too are the needs to update and advance skills and capacity within the District. The IT Analyst re-classification to a step I/II is a natural progression of skill, ability and compensation for this expertise and is in line with other Analyst classification families at NID.

The role of the IT Analyst I/II is responsible for solving complex information technology problems, making tangible impacts to NID operations, and works collaboratively with diverse teams in a rapidly evolving information technology environment. The IT Analyst I/II performs various professional-level duties related to technical and operational support, programming, and internal customer services for the District departments. The journey level classification level II is distinguished from the I level by the assignment of the full range of duties. Employees at level II 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.

Currently there are two FTE staff fulfilling the role as IT Analyst.

Senior IT Analyst:

The Senior IT Analyst position is an advanced analyst role within the IT Department. This position is subordinate to the IT Administrator and directs information technology activities of the department, including project management, systems analysis, design and implementation, database administration, network administration and system infrastructure support, and computer operations. The Senior Information Technology Analyst performs complex and specialized information systems work and provides direction and support to persons in the analyst and technician classifications. The Senior IT Analyst acts as team leader and/or technical specialist for large, sensitive, broad based, and complex projects affecting many users, departments, and outside organizations in addition to coordinating activities of District and contract personnel through all phases of information technology projects.

The Senior IT Analyst would be a newly established position in the IT Department. The role of a Senior IT Analyst completes the family classification allowing for growth and capability advancement within NID's Information Technology department.

In addition, NID is in the process of distributing a Request for Proposal to qualified consultants for the development and creation of an IT/OT Master Plan. This comprehensive Plan will serve as the District's road map for addressing short, mid and long-term organizational opportunities for NID to improve its internal services while balancing demands for new and emerging technologies and available resources. The Plan, among other deliverables, will include the analysis of and recommendations for long-term staffing capabilities, expertise & capacities. The IT position reclassifications and creation of the Senior Analyst as contained herein is an organizational recommendation we anticipate from the outcome of the IT/OT Master Plan.

BUDGETARY IMPACT:

Staff does not anticipate a 2024 budget impact for the IT Technician reclassification. The 2024 budget has an unfilled IT Network Analyst position

which will absorb the financial impact associated with reclassification of the existing IT Analyst positions. Should the Sr. IT Analyst position be offered later in the year, staff believes the budgeted and unfilled Network Analyst position would absorb the additional expense.

Attachments: (2)

- IT Technician I/II DRAFT – Clean
- IT Technician I/II DRAFT - Redline
- IT Analyst I/II DRAFT - Clean
- IT Analyst I/II DRAFT - Redline
- Senior IT Analyst DRAFT

NEVADA IRRIGATION DISTRICT

Job Description

Job Title:	Information Technology Technician I/II	Reports To:	Information Technology Administrator
Salary Range:	UOB37/UOB57	Approved by Board of Directors:	
FLSA Status:	Non-Exempt	Unit:	Unrepresented - Confidential
<i>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.</i>			

Definition

Under supervision performs technical, operational and customer service support for District departments; to install, program, and maintain computers and related hardware and software, operating systems, various peripheral equipment, and telecommunications systems and related devices; and to perform a variety of technical tasks.

Distinguishing Characteristics

Information Technology Technician I – This is the entry level class in the Information Technology Technician series. Positions in this class typically have little or no directly related work experience. The Information Technology Technician 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 immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Information Technology Technician II – This is the journey level class in the Information Technology Technician 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 normally filled by advancement from the I level.

Supervision Received and Exercised

Receives supervision from the Information Technology Administrator and may receive technical and functional supervision from and Information Technology Analyst.

Essential Functions Statements

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

1. Perform a variety of technological computer-based duties in support of specialized functions and programs and help desk customer service functions.
2. Staffs the help desk and provide solutions to a variety of technological usage issues related to software, network, and computer hardware applications; respond to service requests in a timely manner and prioritize service requests according to accepted department policy.
3. Diagnose, test, maintain and recommend and/or provide solutions for problems with workstations, servers, laptops, e-mail, operating systems, software, hardware, and telecommunications network related issues.

4. Configure, install, upgrade and apply patches to a variety of department specific software programs.
5. Monitor, troubleshoot, repair or replace computer hardware down to the individual component level including workstations, servers, and peripherals.
6. Implement internal controls, network security systems, firewalls and other security measures for data backup, software, and hardware protection; maintain appropriate confidentiality of sensitive information.
7. Creates and disables network and email accounts assigning rights to files and folders, creating user ID's, and troubleshooting logins.
8. Maintain documentation of work requested, performed, and resolved; maintain and update procedures, schematics, templates, and related documents; follows recommended protocols and procedures; maintain parts inventory for computer equipment.
9. Assist with the preparation of materials for and presentation of staff training as assigned; provide one-on-one training and coaching in computer and software usage to users on an ongoing basis.
10. Assist in education about and enforcement of the District's information technology policies.
11. Keep up with latest technology trends by by conducting research, identifying, and experimenting with new technologies or solutions aimed at enhancing existing technological infrastructure.
12. Builds and maintains positive working relationships with co-workers, other District employees and the public using principles of good customer service.
13. Perform related duties as assigned.

Qualifications

Information Technology Technician I

Knowledge of:

- Methods and techniques used in the evaluation and analysis of software, hardware and application systems.
- Personal computer hardware, software, networks, e-mail, laptops, and peripheral equipment and devices.
- Telecommunications equipment, including land-line telephones, pagers, personal assistant devices, and smart cell phones.
- Common software used in personal computers for word processing, spreadsheet, and database applications.
- Principles and practices of effective customer service.

Skill/Ability to:

- Perform technical, operational and customer service support related to computer use for District departments.
- Install, test, and debug application programs, perform maintenance on computer systems.

- Assist users; explain clearly and provide technical training to others in the use of various systems hardware and software.
- Maintain and administer District security systems and methods.
- Operate and use modern office equipment including a computer and applicable software.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.

Responsibility to:

- Obey safe work practices, procedures, and regulations including wearing protective equipment and safety devices.
- Operate equipment in a careful and safe manner.
- Acknowledge the use of safeguards by other employees.
- Report any removal, displacement, damage, destruction, or tampering of safety devices, safeguards, notices or warnings.
- Report any safety risks or hazards to your supervisor or other management personnel.
- Report to your supervisor or other management personnel any work assignment that you feel would require you to perform the work in an unsafe manner.

Experience and Education Guidelines

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

One year of responsible technical information technology experience.

Education:

Equivalent to an Associate's degree from an accredited college with major course work in computer science, information technology, network administration or a related field.

License and Certificate:

Possession of a valid California driver's license.

Information Technology Technician II

In addition to the qualifications for the Information Technology Technician I:

Knowledge of:

- Advanced methods and techniques used in evaluating and analyzing software, hardware and application system, including troubleshooting and diagnostics procedures.
- Practices of automated and information technology and related to software hardware, operating systems, and telecommunication.
- Pertinent of District functions, policies, rules, and regulations.

Skill/Ability to:

- Troubleshoot, diagnose, and resolve difficult problems related to personal computer hardware and software.
- Understand the organization and operations of the District to provide timely, effective, and efficient support computer services.

Experience and Education Guidelines

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of responsible experience similar to Information Technology Technician I with Nevada Irrigation District.

Education:

Equivalent to an Associate's degree from an accredited college with major coursework in computer science, information technology, network administration or a related field.

License and Certificate:

Possession of a valid California driver's license.

Working Conditions

Environmental Conditions:

Work is typically performed in a temperature controlled office environment subject to typical office noise.

Physical Conditions:

Essential functions may require maintaining physical condition necessary to sit while studying or preparing reports; bend, squat, climb, kneel and twist when performing installation of equipment; perform simple and power grasping, pushing, pulling, and fine manipulation; and lift or carry weight of 50 pounds or less.

Mental Conditions:

Essential functions may require maintaining mental condition necessary to know and understand operations, and observe safety rules; intermittently analyze problem equipment; identify and locate equipment; interpret work orders; remember equipment location; explain procedures to others; handle conflict.

NEVADA IRRIGATION DISTRICT

Job Description

Job Title:	Information Technology Technician <u>I/II</u>	Reports To:	Finance Manager <u>Information Technology Administrator</u>
Salary Range:	<u>UOB37/UOB57</u>	Approved by Board of Directors:	10/10/2012
FLSA Status:	Non-Exempt	Unit:	<u>Unrepresented - Confidential</u>
<p><i>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.</i></p>			

Definition

~~To~~Under supervision performs technical, operational and customer service support for District departments; to install, program, and maintain computers and related hardware and software, operating systems, various peripheral equipment, and telecommunications systems and related devices; and to perform a variety of technical tasks.

Distinguishing Characteristics

Information Technology Technician I – This is the entry level class in the Information Technology Technician series. Positions in this class typically have little or no directly related work experience. The Information Technology Technician 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 immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Information Technology Technician II – This is the journey level class in the Information Technology Technician 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 normally filled by advancement from the I level.

Supervision Received and Exercised

Receives ~~general~~ supervision from the ~~Finance Manager~~Information Technology Administrator; and may receive technical and functional supervision from and Information Technology Analyst.

Essential Functions Statements

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

1. Perform a variety of technological computer-based duties in support of specialized functions and programs and help desk customer service functions.
2. ~~Support users via~~Staffs the help desk and provide solutions to a variety of technological usage issues related to software, network, and computer hardware applications; respond to service requests in a timely manner and prioritize service requests according to accepted department policy.

3. Diagnose, test, maintain and recommend and/or provide solutions for problems with workstations, servers, laptops, e-mail, operating systems, software, hardware, ~~web page,~~ and telecommunications network related issues.
4. Configure, install, upgrade and apply patches to a variety of department specific software programs.
- ~~5. Install computer hardware such as scanners, printers, personal device assistants, sound cards, motherboards, and modems; install and configure desktop software on workstations.~~
- ~~6.5.~~ Monitor, troubleshoot, repair or replace computer hardware down to the individual component level including workstations, servers, and peripherals.
- ~~7.6.~~ Implement internal controls, network security systems, firewalls and other security measures for data backup, software, and hardware protection; maintain appropriate confidentiality of sensitive information.
- ~~8.7.~~ ~~Provide~~ Creates and disables network and email accounts, user, and resource management by creating and disabling network and e-mail accounts, assigning rights to files and folders, creating user ID's, and troubleshooting logins.
- ~~9.8.~~ Maintain documentation of work requested, performed, and resolved; maintain and update procedures, schematics, templates, and related documents; follow s recommended protocols and procedures; maintain parts inventory for computer equipment.
- ~~10.9.~~ Assist with the preparation of materials for and presentation of staff training as assigned; provide one-on-one training and coaching in computer and software usage to users on an ongoing basis.
10. Assist in education about and enforcement of the District's information technology policies.
11. Keep up with latest technology trends by by conducting research, identifying, and experimenting with new technologies or solutions aimed at enhancing existing technological infrastructure.; ~~research, identify and test new technologies and/or solutions to improve existing technologies.~~
12. Builds and maintains positive working relationships with co-workers, other District employees and the public using principles of good customer service.
13. Perform related duties as assigned.

Qualifications

Information Technology Technician I

Knowledge of:

- Methods and techniques used in the evaluation and analysis of software, hardware and application systems.
- Personal computer hardware, software, networks, e-mail, laptops, and peripheral equipment and devices.

- Telecommunications equipment, including land-line telephones, pagers, personal assistant devices, and smart cell phones.
- Common software used in personal computers for word processing, spreadsheet, and database applications.
- Principles and practices of effective customer service.

• ~~Skill/Modern office equipment including use of applicable computer applications.~~

Ability to:

- Perform technical, operational and customer service support related to computer use for District departments.
- Install, test, and debug application programs, perform maintenance on computer systems.
- Assist users; explain clearly and provide technical training to others in the use of various systems hardware and software.
- Maintain and administer District security systems and methods.
- Operate and use modern office equipment including a computer and applicable software.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.

Responsibility to:

- Obey safe work practices, procedures, and regulations including wearing protective equipment and safety devices.
- Operate equipment in a careful and safe manner.
- Acknowledge the use of safeguards by other employees.
- Report any removal, displacement, damage, destruction, or tampering of safety devices, safeguards, notices or warnings.
- Report any safety risks or hazards to your supervisor or other management personnel.
- Report to your supervisor or other management personnel any work assignment that you feel would require you to perform the work in an unsafe manner.

Experience and Education Guidelines

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

~~Two~~ One years of responsible technical information technology experience.

Education:

Equivalent to an Associate's degree from an accredited college with major course work in computer science, information technology, network administration or a related field.

License and Certificate:

Possession of a valid California driver's license.

Information Technology Technician II

In addition to the qualifications for the Information Technology Technician I:

Knowledge of:

- Advanced methods and techniques used in evaluating and analyzing software, hardware and application system, including troubleshooting and diagnostics procedures.
- Practices of automated and information technology and related to software hardware, operating systems, and telecommunication.
- Pertinent of District functions, policies, rules, and regulations.

Skill/Ability to:

- Troubleshoot, diagnose, and resolve difficult problems related to personal computer hardware and software.
- Understand the organization and operations of the District to provide timely, effective, and efficient support computer services.

Experience and Education Guidelines

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of responsible experience similar to Information Technology Technician I with Nevada Irrigation District.

Education:

Equivalent to an Associate's degree from an accredited college with major coursework in computer science, information technology, network administration or a related field.

License and Certificate:

Possession of a valid California driver's license.

Working Conditions

Environmental Conditions:

Work is ~~normally~~typically performed in a temperature controlled office environment subject to typical office noise.

Physical Conditions:

Essential functions may require maintaining physical condition necessary to sit while studying or preparing reports; bend, squat, climb, kneel and twist when performing installation of equipment; perform simple and power grasping, pushing, pulling, and fine manipulation; and lift or carry weight of 50 pounds or less.

Mental Conditions:

Essential functions may require maintaining mental condition necessary to know and understand operations, and observe safety rules; intermittently analyze problem equipment; identify and locate equipment; interpret work orders; remember equipment location; explain procedures to others; handle conflict.

NEVADA IRRIGATION DISTRICT

Job Description

Job Title:	Information Technology Analyst I/II	Reports To:	Information Technology Administrator
Salary Range:	UOB77 / UOB80	Approved by Board of Directors:	XX/XX/XXXX
FLSA Status:	Non-exempt	Unit:	Unrepresented - Confidential
<i>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.</i>			

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.
- 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.
 - 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.
 - 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.

- 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.
- 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.
- 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.
- 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.
- 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.
- Monitors, supports and oversees vendor software release cycles and deployment activities; develops time and cost estimates for new projects and maintenance changes as needed.
- Reviews database utilization and performs tuning to ensure optimal performance; conducts and reviews tests of database servers to verify performance objectives and quality standards.
- Creates tables, custom queries, and export/import data as needed; designs and creates reports.
- Uses software to produce geographical analysis and graphical interpretations of data for maps and reports used by the District and outside agencies.
- 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 I:

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.

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

Education:

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.

License and Certificate:

IT Analyst I/II: Possession of a valid California driver's license.

Working Conditions

Environmental Conditions:

Work is typically performed in a temperature-controlled office environment subject to typical office noise.

Physical Conditions:

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.

Vision: 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.

Hearing: Hear in the normal audio range with or without correction.

Mental Conditions:

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.

NEVADA IRRIGATION DISTRICT Job Description

Job Title:	Information Technology Analyst I/II	Reports To:	Finance Manager Information Technology Administrator
Salary Range:	UOB77 / XXX UOB80	Approved by Board of Directors:	XX/XX/XXXX 10/10/2012
FLSA Status:	Non-exempt	Unit:	Unrepresented - Confidential
<p><i>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.</i></p>			

Definition

~~Under supervision, To perform a variety of various professional professional-level duties related to technical and operational support, programming, and internal customer services for the District departments.~~ In addition, implement ~~host systems servers, workstations, tele~~communications, 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 ~~Finance Manager~~Information Technology Administrator assigned supervisor.

Information Technology Analyst II

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

~~May provide technical and functional supervision over technical personnel.~~

Essential Functions Statements ~~EXAMPLE OF ESSENTIAL DUTIES:~~

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

1. Perform ~~a variety of various~~ specialized, highly ~~technical~~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~~ 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 ~~responds-respond~~ to end-user requests ~~in a timely manner~~ 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 ~~the assessment of~~ 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.

~~5. — Install, configure, manage and support the network, server and telecommunications infrastructure; monitor and maintain local and wide area computer network; manage network file and print server functions; create and maintain user connectivity; manage and coordinate phone system software; create user accounts based on established protocols; coordinate installation of network and application software.~~

~~6. — Maintain availability of network systems; review system logs and troubleshoot network malfunctions; allocate and monitor server disk storage space for users on network; allocate and monitor server memory usage to insure efficient dynamic memory usage.~~

~~7. — Implement internal control, network security methodologies and other security systems for data, systems, buildings, hardware protection and recovery procedures; ensure timely and accurate back up of data; coordinate with building security vendors; implements disaster recovery procedures as needed; maintains appropriate confidentiality of sensitive information.~~

~~8. — Install, configure, program and test servers, network systems and other computer related software and hardware; monitor systems and network resources; perform appropriate testing functions as needed; coordinate network and software upgrades; develop time and cost estimates for new projects and maintenance changes as needed.~~

~~9. — Provide technical support for the database environment; plan, design, develop, modify, test and implement all aspects of database administration and relational database management system support.~~

~~10. — Prepare recommendations to users for the collection of data to be stored in tables; maintain and/or create schematics, data models and/or schemas for databases; manage naming conventions and data dictionaries; perform routine maintenance to the organization's tables.~~

~~11. — Implement and maintain database, digital archives, and data file security features and procedures to assure the integrity and security of data resources and maintain appropriate confidentiality of sensitive information; oversees data retention policies and provide appropriate access to archived data.~~

~~12. — Create and maintain scheduled tasks to automate routine procedures and processes; develop test plans and program scripts; monitor logs; implement and test backup, restore and disaster recovery procedures.~~

Commented [J01]: This line is redundant and stated in #2

~~13. Review database utilization and perform tuning to ensure optimal performance; conduct and review tests of database servers to verify performance objectives and quality standards.~~

~~14.6. Stay_s current with technology advancements; develop_s and present_s 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.~~

~~15.8. 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.~~

~~4.9. 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.~~

~~2.10. 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.~~

~~3. Provide technical support for desktop-related problems; conducts interviews to understand and document end-user workflows and system needs. Monitor, support and oversee vendor software release cycles and deployment activities; develop time and cost estimates for new projects and maintenance changes as needed.~~

~~11.~~

~~16.12. 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.~~

When Assigned to Network / System Administration:

~~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.~~

~~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.~~

~~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.
- 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.

When assigned to Application / Database Administration:

- 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.
- 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.
- 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.
- 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.
- Monitors, supports and oversees vendor software release cycles and deployment activities; develops time and cost estimates for new projects and maintenance changes as needed.
- Reviews database utilization and performs tuning to ensure optimal performance; conducts and
- reviews tests of database servers to verify performance objectives and quality standards.
- Creates tables, custom queries, and export/import data as needed; designs and creates reports.
- Uses software to produce geographical analysis and graphical interpretations of data for maps
- and reports used by the District and outside agencies.
- 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
- 17-• maps as requested.

Qualifications

Information Technology Analyst I

Knowledge of:

- ~~Methods and techniques of evaluation and analysis of software, hardware, and application systems and for~~ ng 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.~~
- ~~Computer technology, system analysis, programming techniques, and computer and system capacity.~~
- ~~Networks, database, Internet, hardware and software technology.~~
- ~~Troubleshooting methods to resolve difficult system problems.~~
- ~~Database security standards and file and recovery methods, and techniques.~~
- ~~Principles and practices of technical and functional supervision and training.~~
- ~~Modern office equipment including use of applicable computer applications.~~
- ~~Principles and practices of effective customer service.~~
-

Skills/Ability to:

- ~~Perform a variety of various professional-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, to include~~ including installation, upgrade, maintenance and trouble-shooting.
- ~~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, 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.~~
- ~~Write and perform programming functions in appropriate computer languages.~~
- ~~Monitor computer information system utilization and recommend appropriate revisions to processes.~~
- ~~Develop and test programs; prepare test data, and test and debug application programs.~~
- ~~Provide technical and functional supervision over assigned staff; effectively train staff.~~
- ~~Operate and use modern office equipment including a computer and applicable software.~~
- ~~Establish and maintain effective working relationships with those contacted in the course of work.~~
- Communicate clearly and concisely, both orally and in writing.

Responsibility to:

- ~~Obey safe work practices, procedures, and regulations including wearing protective equipment and safety devices.~~
- ~~Operate equipment in a careful and safe manner.~~
- ~~Acknowledge the use of safeguards by other employees.~~
- ~~Report any removal, displacement, damage, destruction, or tampering of safety devices, safeguards, notices or warnings.~~
- ~~Report any safety risks or hazards to your supervisor or other management personnel.~~
- ~~Report to your supervisor or other management personnel any work assignment that you feel would require you to perform the work in an unsafe manner.~~

Information Technology Analyst II

In addition to qualifications for the Information Technology Analyst I:

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: ~~Two~~ One years of responsible professional information technology experience and operational support and programming is desirable.

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

Education:

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

License and Certificate:

IT Analyst I/II: Possession of a valid California driver's license.

Working Conditions

Environmental Conditions:

Work is ~~normally~~ typically performed in a ~~temperature controlled~~ temperature-controlled office environment subject to typical office noise.

Physical Conditions:

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.

Vision: 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.

Hearing: Hear in the normal audio range with or without correction.

Mental Conditions:

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.

NEVADA IRRIGATION DISTRICT

Job Description

Job Title:	Senior Information Technology Analyst	Reports To:	Information Technology Administrator
Salary Range:	<u>UOB90</u>	Approved by Board of Directors:	XX/XX/XXXX
FLSA Status:	Exempt	Unit:	<u>Unrepresented - Confidential</u>
<p><i>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.</i></p>			

Definition

Under general direction from the Information Technology Administrator, supervises professional and support staff performing information technology related functions; completes the most difficult and complex systems implementation and project management work; and performs related work as required.

Distinguishing Characteristics

Senior Information Technology Analyst: The incumbent directs information technology activities within the assigned area(s) of responsibility. Areas of program responsibility may include, but are not limited to, information technology project management, systems analysis, design and implementation, database administration, network administration and system infrastructure support, and computer operations. Assignments are given in general terms and subject to periodic review while in progress and upon completion by the Information Technology Administrator. There is significant latitude for discretion and independent judgment in the selection of work methods to achieve established goals.

The Senior Information Technology Analyst performs the most complex and specialized information systems work.

Supervision Received and Exercised

Receives general direction from the Information Technology Administrator. May provide direction to persons in the analyst and technician classifications.

Essential Duties:

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

1. Supervises the execution of designated Information Technology Master Plan initiatives; acts as team leader and/or technical specialist for large, sensitive, broad based, and complex projects affecting many users, departments, and outside organizations; coordinates the activities of District and contract personnel through all phases of information technology projects; plans, guides, and tracks information for technology projects.
2. Actively collaborates with end users to determine needs, perform complex business analysis, and develop requirements; evaluates alternatives and identifies the most effective strategies to meet requirements, documents business processes; develops technical specifications and instructions for development of enhancements, modifications, or new applications; creates logical and physical data models.

3. Executes complex technical work in the assigned area of responsibility such as application development, database and system administration, and business intelligence and report development.
4. Plans, prioritizes, assigns, supervises, and reviews the work of assigned staff involved in a variety of information technology activities including desktop support, business systems analysis, software implementation, network infrastructure, and/or database administration; prepares and reviews employee performance evaluations; provides or coordinates staff training; works with employees to address/correct deficiencies; implements disciplinary action(s) as necessary.
5. Participate in new staff interviews; prioritizes, assigns, and reviews work; approves time off for payroll purposes; prepares employee performance evaluations; monitors and participates in employee relations activities within the department.
6. Evaluates operations and activities of assigned area(s) of responsibility; recommends improvement and modifications; prepares various reports on operations and activities.
7. Develops and recommends policies and procedures related to assigned operations including system and program documentation standards; prepares procedures and instructional materials related to usage and operations.
8. Oversees monitoring of systems security, system logs regarding possible operational problems, security violations, and system performance issues.
9. Application of basic statistical analysis in development of device test plans necessary in the prioritizing of desktop support issues.
10. Develops and presents training to District staff on relevant technology-related information, new equipment, and program upgrades.
11. Ensures timely resolution of Help Desk trouble tickets; monitors overall quality, efficiency, and timeliness of Help Desk services; develops standards and procedures to manage quantity and complexity of trouble calls; resolves complex and difficult help desk requests.
12. Assists Information Technology Administrator in developing and administering budget; prepares cost estimates for budget recommendations; submits justifications for equipment, supplies, services, and staff; monitors and controls expenditures.
13. Maintains current knowledge of the field including learning new and existing programming languages, vendor software, applications, databases and hardware through formal, informal and on the job training, and self-study.
14. Develops and maintains positive working relationships with co-workers, other District employees, and the public using principles of good customer service.
15. Performs other related work as required.

Qualifications

Knowledge of:

- Principles and techniques of systems analysis and computer programming.
- The installation, operation, and maintenance of computer software and hardware.
- Budget development techniques and methods of project development and management.

- Methods of effectively managing a large inventory of technology assets and projecting replacement and upgrade needs, rates and resources.
- Appropriate computer programming languages being used to run District applications.
- Database and network administration.
- Modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.

Skills/Ability to:

- Plan, organize, and direct assigned information technology activities.
- Analyze user requirements and determine how technology can assist them.
- Think logically in abstract symbolic terms and solve systems and procedure problems.
- Analyze data and draw sound conclusions.
- Provide instruction and training to end users and other information technology staff.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Communicate clearly and concisely, both orally and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Experience and Education Guidelines

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four (4) years of journey-level information systems experience, including one (1) year of lead experience OR completion of leadership training.

Education:

Equivalent to a Bachelor's degree from an accredited college or university in computer science, information systems, network administration or a related field.

License and Certificate:

Possession of a valid California driver's license.
Project Manager Professional (PMP) highly desirable

Working Conditions

Environmental Conditions:

Work is typically performed in a temperature-controlled office environment subject to typical office noise.

Physical Conditions:

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.

Vision: 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.

Hearing: Hear in the normal audio range with or without correction.

Mental Conditions:

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.