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# THE CITY OF CERES INFORMATION TECHNOLOGY

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INVITES APPLICATIONS FOR:



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## IT SYSTEMS ANALYST

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\$5,344—\$6,495 Monthly

3% Cost of Living Increase effective July 1, 2023

Open Until Filled

First Review of applications: January 30, 2023

# IT SYSTEMS ANALYST

## Summary Description

Under general supervision the Information Technology Systems Analyst performs a variety of technical duties involved in installing, maintaining, testing, and maintenance of the City's computerized information systems including for all computer workstations and peripherals, network equipment, telephone systems, and software used by City departments; responds to requests for assistance from system users and resolves operations problems; troubleshoots, analyzes and resolves complex systems, internal and internet e-mail systems, and application problems; and performs various diagnostic testing and maintenance on system hardware.

## Distinguishing Characteristics

This is the full journey level class within the Information Technology Systems Analyst series. Employees within this class perform the full range of duties as assigned. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class series are flexibly staffed and advancement to the "Senior" level is based on possession of required certifications, and is at the discretion of higher level supervisory or management staff.

## Representative Duties

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

- Provide day-to-day operational support for the City's computer systems including the City's network, hardware and software, telephone systems, and related equipment.
- Install, configure, upgrade, troubleshoot, and repair computers, computer components, software, and peripheral devices; maintain, install, and upgrade file servers and other network hardware.
- Provide information system user support; respond to questions and inquiries on various hardware and software issues.
- Perform and implement systems maintenance, making program modifications as necessary to meet user requirements; review and modify programs to correct errors and improve efficiency and cost effectiveness.
- Perform network administration functions such as maintaining user accounts and passwords, installing, upgrading, and maintaining software on servers, upgrading server hardware, and troubleshooting and resolving network connectivity issues.
- Administer and maintain the City's internal and internet e-mail systems; install, configure and set up user accounts and client upgrades; troubleshoot and resolve mail hardware and software problems.
- Administer and maintain firewall applications for the internet; troubleshoot and resolve problems; install system upgrades as necessary.
- Provide support in the operation of the City's telephone and voice mail systems; provide support to City supplied cell phones as necessary.
- Perform system backups and maintain backup library for the City's network.
- Remain informed of changes in user and system software and hardware requirements.
- Assist in the preparation of bid specifications, and analysis of bid proposals for computer and network equipment and software.
- Assist in developing training or conduct training in computer systems and software as needed.
- Obtain quotations and arrange for the purchase of new technology; prepare invoice payments as necessary.
- May coordinate data transfers with other agencies.
- Maintain a variety of records and prepare special reports.
- Maintain current knowledge of information technology trends and innovations; attend and participate in job-related seminars and professional group meetings; read applicable industry publications.
- Perform related duties as required.

# IT SYSTEMS ANALYST

## QUALIFICATIONS

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

### Knowledge of:

Operational characteristics of information services systems, hardware and software.

Principles and practices of computer science and information systems.

Computer operating systems and local area network applications.

Methods and techniques of training and instruction.

Principles and practices of systems analysis.

Principles, practices, methods, and techniques used in the installation, troubleshooting and maintenance of systems, networks, and applications.

Characteristics and limitations of computer systems and related equipment.

Wireless networking technology including access and security.

Methods and techniques of installing and maintaining network devices including switches, routers and hubs.

Network email systems.

Various commercially packaged software including word processing, spreadsheet, database, and graphics applications.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

### Ability to:

Analyze, design, program and maintain information systems and peripherals.

Install computer equipment, related peripherals, and software.

Troubleshoot hardware and software problems.

Analyze data and develop logical solutions to complex computer Make recommendations in information system selection and software application packages.

Instruct and train staff in information system operations.

Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

Adapt to changing technologies and learn functionality of new equipment and systems.

Understand and follow oral and written instructions.

Work independently in the absence of supervision.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.





# IT SYSTEMS ANALYST

## EDUCATION AND EXPERIENCE

Education and Experience Guidelines - *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/Training:

Two years of college with major course work in computer science, information systems, or a related field. Additional related experience may substitute for education.

### Experience:

Two years of increasingly responsible experience maintaining computer equipment including networked systems.



## BENEFITS PACKAGE

**The City of Ceres provides an excellent comprehensive benefits package to full-time employees that includes:**

- **Pension:** The City of Ceres offers a generous defined benefit plan pension (membership required) in the Stanislaus County Employees' Retirement Association (StanCERA), 2% @ 62 plan
- **Health:** The City contributes toward the combined monthly premiums for medical, dental and vision a maximum of \$710, \$1,470 or \$2,090, dependent on level of medical coverage enrollment. Some of the monthly plan premium options are currently at no cost to the employee and family! Any employee contributions to health premiums are taken as pre-tax deductions. Employees eligible to waive medical coverage receive \$200 per month in additional taxable compensation. Carriers include: Two Blue Shield EPO's, Blue Shield PPO, Two Kaiser HMO's; Stanislaus Foundation Dental and VSP Vision.
- **Other Benefits:** The City contributes an additional \$100 per month through a qualified Section 125 plan to the employee's Flexible Spending Account (FSA - for non-reimbursable medical expenses or daycare), a Health Savings Account (HSA), or towards a Voluntary pre-tax benefit as applicable.
- **Voluntary Benefits & Leave:** Employee Assistance Program, voluntary options for Deferred Compensation (457), Short-Term and Long-Term Disability, Voluntary Life and AD&D coverage, 96 hours of sick leave accrued each year with unlimited accrual; vacation accrual based on years of service with maximum accrual of 480 hours and 13 paid holidays (including one personal day) each year.

The City also participates in Social Security, which has a mandatory 7.65% contribution for Social Security and Medicare.

# IT SYSTEMS ANALYST

## Physical Demands and Working Environment

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily in a standard office environment with some travel to different sites; incumbents may be required to work extended hours including evenings and weekends.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull moderate to heavy amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction.

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

## APPLICATION PROCEDURES

Please submit a completed application as soon as possible as the recruitment will be closed once a sufficient number of qualified applications are received. Ensure that all fields are filled in as incomplete applications will be rejected. Resumes will not be accepted in lieu of a completed job application.

## SELECTION PROCESS

Those applicants whose strengths and qualifications most closely match the needs of the position will be invited to participate in an interview and/or written exam. Applicants with a passing score from this phase will be established on a hiring eligibility list which will be valid for six months from the date of certification. Failure of one portion of the assessment process may be disqualified from certification.

The top three candidates from the eligibility list will be forwarded to the Department for a selection interview.

## HIRING PROCESS

Offers of employment may be subject to successful completion of a pre-employment background check, fingerprint clearance, and a physical examination, including a drug test (depending on classification). An additional condition of employment includes employment verification and authorization to work in the United States, by completing the I-9 verification form designated by Immigration and Naturalization Services.

**ACCOMMODATIONS** The City of Ceres will provide reasonable accommodations to qualified individuals with disabilities who are applicants or employees. If you need an accommodation, you must notify the Human Resources Department in writing prior to the final filing date for this recruitment.

**PLEASE NOTE:** The provisions of this bulletin do not constitute a contract or offer of employment expressed or implied.

