

POSITION CLASSIFICATION DESCRIPTION

INFORMATION TECHNOLOGY ANALYST I, II AND III

Under direct supervision of the Information Technology Officer or his/her designee, supports City-wide computer system, to include but not limited to network, server, and security operations.

ESSENTIAL FUNCTIONS

Level I:
Works as part of a team to administer, maintain, and continuously improve network, server, and security operations;
Diagnoses hardware, software, and security issues and works with information technology team and consultants to resolve issues;
Uses Help Desk software and other means to create and maintain appropriate documentation;
Maintains and troubleshoots server-based applications including Microsoft Exchange, SQL Server, and IIS;
Establishes, monitors, and enforces security policies to safeguard City resources.

Level II:
Performs all duties of Level I and may be assigned more support issues related to more complex hardware, software, or security issues;
Plans and implements complex network, server, or security projects;
Provides redundant service coverage for other information technology analyst positions.

Level III:
Performs all duties of Level I and II and may be required to supervise employees and actively participate in the strategic plan for the division.

ADDITIONAL TASKS

Other duties may be assigned.

ENVIRONMENT

This position works primarily in a controlled office environment. This position may require work on electronic equipment and may require working varying days and hours, including on-call hours.

MINIMUM QUALIFICATION REQUIREMENTS

Level I: Bachelor's degree in Computer Science or related field and two years progressively responsible network, server, or security experience; or an Associate's degree in Computer Science or related field and four years progressively responsible network, server, or security experience; or six years of progressively responsible network, server, or security experience. **Level II:** Bachelor's degree in Computer Science or related field and four years progressively responsible network, server, or security experience; or an Associate's degree in Computer Science or related field and six years progressively responsible network, server, or security experience; or eight years of progressively responsible network, server, or security experience. **Level III:** Bachelor's degree in Computer Science or related field and six years progressively responsible network, server, or security experience; or an Associate's degree in Computer Science or related field and eight years progressively responsible network, server, or security experience. **All Levels:** Advanced knowledge of computer servers (traditional and virtual), networks and peripheral equipment desired. Must be able to work in a team environment and be able to communicate effectively, both orally and in writing. Current technology certifications preferred. This position requires a valid South Dakota driver's license.