City of Rapid City
Job Description

<table>
<thead>
<tr>
<th>Job Title</th>
<th>IT Analyst I, II, III</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Code:</td>
<td>ITA1, ITA2, ITA3</td>
</tr>
<tr>
<td>Pay Grade:</td>
<td>NU19, NU20, NU21</td>
</tr>
<tr>
<td>FLSA Status:</td>
<td>Non-Exempt</td>
</tr>
<tr>
<td>Job Family:</td>
<td></td>
</tr>
<tr>
<td>Date Revised:</td>
<td>4/20/2021</td>
</tr>
</tbody>
</table>

General Summary: This position is responsible for working with City IT equipment, software and IT systems to support the City’s electronic and networking infrastructure. Roles include interacting with City staff and external vendors.

Essential Duties and Responsibilities:

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

Analyst 1
- Troubleshoot, diagnose, and resolve technical hardware and/or software issues
- Installs and updates operating system and software on desktop systems
- Maintain technical documentation and service catalog on installation of software, configuration of hardware and problem troubleshooting
- Provide technical guidance for technical training, including documenting step by step procedures when required
- Complete initial setups for new users in all enterprise systems including Active Directory and ERP solutions
- Assign and escalate Help Desk Tickets appropriately
- Provide on call support under the supervision of senior IT staff

Analyst 2
All of Analyst 1 plus
- Account Deactivation including Active Directory, ERP solutions, and Exchange
- Execute projects or sections of projects with from senior analysts or management
- Design and develop processes to improve efficiency in the areas of computer, software and account maintenance
- Provide on call support with little or no supervision
- Conduct maintenance on Servers and Server OS as part of the prescribed maintenance schedule

Analyst 3
All of Analyst 2 plus
- Develop and execute minor projects with supervision of management or a senior analyst
- Design basic server and/or network hardware setups to meet the needs of projects
- Review technical documentation from other analysts
- Support and Troubleshoot Enterprise Software and/or networking issues
- Maintain documentation for assigned areas of the environment
Qualifications

Education and/or Experience:

**Analyst 1:**

Associate’s degree or equivalent from two-year College or technical school in Information Technology and two years related experience and/or training working with computer hardware or software.

**Analyst 2:**

Bachelor’s degree in Information Technology and 1-year experience or Associate’s degree or equivalent from two-year College or technical school in Information Technology and four years related experience and/or training working with computer hardware or software. An additional professional certificate is also required.

**Analyst 3:**

Bachelor’s degree in Information Technology and 2-year experience or Associate’s degree or equivalent from two-year College or technical school in Information Technology and 5 years related experience and/or training working with computer hardware or software. An additional professional certificate is also required.

Certificates, Licenses, Registrations:

Must possess a valid South Dakota driver’s license or ability to obtain within 30 days from date of hire.

Working Conditions:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate and involves working mainly indoors at a desk setting.

Physical Demands:

The physical demands described here 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 functions.

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel and reach with hands and arms. The employee is frequently required to sit; climb or balance; stoop, kneel, crouch, or crawl and talk or hear. The employee is occasionally required to taste or smell. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and distance vision.