



# VALLEY COUNTY JOB DESCRIPTION

<b>Department: Information Technology</b>	<b><i>IT Analyst</i></b>	
<b>Date Established: 2/2018</b>	<b>Reports to: IT Director</b>	<b>Pay Grade: 11</b>
	<b>Date Revised:</b>	<b>FLSA Status: Non-Exempt</b>

## CLASSIFICATION SUMMARY

The Information Technology Analyst provides technical support for the County server systems and information technology systems while maintaining security of Valley County systems. The position is performed with latitude for independent judgment and initiative.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

- Installs, configures, maintains, and troubleshoots servers and virtualized systems;
- Maintains and supports cyber security systems and operations across all Valley County systems;
- Works with Network Analyst on joint projects;
- Installs, configures, maintains, troubleshoots, and repairs desktop computers and peripheral equipment;
- Responds to requests for assistance from system users;
- Works with vendors and vendor support to resolve technical issues;
- Plans, designs, and analyzes the data server and hardware hosting systems;
- Creates and maintains documentation of current server configuration to facilitate operations, maintenance, and upgrades;
- Ensures desktop computers across the Valley County system interconnect and operate with diverse systems;
- Researches and provides input to IT Director on system upgrades, improvements, and hardware and software purchases;
- Assists in reviewing specifications and bids for system additions and upgrades;
- Orders computer supplies and equipment;
- Provides training to computer and system users;
- Responds to questions and comments in a courteous and timely manner;
- Performs all work duties and activities in accordance with Valley County policies, procedures, and safety practices.
- Performs other duties as assigned.

## MINIMUM QUALIFICATIONS:

- Bachelor Degree in a related field plus 3 years of experience;
- An equivalent combination of education and experience that provides the required skills, knowledge and abilities to successfully perform the essential functions of the position may be considered.
- Knowledgeable in the implementation, operation, maintenance, and upgrades for computer information systems, networks, systems design, hardware, applications, and software to support;
- Computer and network installation, repair, maintenance, and troubleshooting skills;

- Understanding of computer and network interface and security requirements;
- Knowledge of principles and practices of data and network security management;
- Strong customer service and interpersonal skills;
- Strong verbal and written communication skills;
- Ability to maintain and support system operations;
- Understanding of wireless systems;
- Ability to create and maintain documentation of current server configuration;
- Ability to meet project schedules and timelines;
- Ability to explain concepts clearly;
- Ability to listen for understanding;
- Ability to work independently and exercise initiative, with general guidance and supervision;
- Ability to work as part of a team;
- Ability to maintain a professional demeanor at all times;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability to perform multiple tasks simultaneously, including handling interruptions, and return to and complete tasks in a timely manner;
- Demonstrated integrity and ingenuity in the performance of assigned tasks and solving problems;

#### **PHYSICAL DEMANDS & WORK ENVIRONMENT:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position is frequently required to stand, walk, sit, stoop, kneel, bend, use hands to keyboard or type, handle materials, or manipulate tools plus be able to reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds and, infrequently, up to 50 pounds. Specific vision abilities required include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Position requires sufficient clarity of speech and hearing which permit the employee to discern verbal instructions and communicate effectively in person and by telephone. While performing the duties of this position, the employee works in an office setting where the noise level is usually moderate.