

**City of Emeryville/Management of Emeryville Services Authority**  
**Created: December 2000**  
**Revised: May 2002**

**TITLE: Information Systems Analyst I/II**  
**FLSA Status: Non-Exempt**  
**Job Code: 1157/1156**

**DEFINITION:**

Under general supervision provides broad information systems support to City departments and staff; acts as technical expert; evaluates, recommends, acquires, and installs hardware and software; coordinates service, installation and maintenance by vendors; assists in the development and administration of information systems budgets; performs other related duties as required.

**CLASS CHARACTERISTICS:**

**Information Systems Analyst I** is an entry level with minimum relevant education and training and experience. Incumbents in this classification are expected to perform routine tasks such as installation of a hardware and basic software; perform routine troubleshooting of personal computers and learn more advanced tasks. Incumbents function at a low to moderate technical and administrative level. This position functions in conjunction with the City=s overall information goals and objectives and is provided technical oversight from the Information Systems Analyst II and supervision from the Information Systems Manager. **Information Systems Analyst II** is responsible for performing moderate to difficult duties and tasks in support of computer, telecommunication and network systems. This position provides assistance and support to all City staff and departments in the areas of information systems development, upgrade, training, processing and acquisition. The incumbent of this classification acts as a lead worker for and may consult with, advise and approve decisions made by Information Systems Analyst I incumbents. Incumbents in this classification will possess a greater level of education and training and significantly greater on-the-job experience. This position is also expected to be a key resource in the development and administration of the City=s information and communication systems.

**EXAMPLES OF DUTIES:** The duties and responsibilities listed below are illustrative only. They are not meant to be an exhaustive list of all the duties and responsibilities of the classification.

- ☐ Supports City staff and departments in the use of personal computers, telecommunication and network hardware and software; troubleshoots hardware and software problems; installs computer, telecommunication and network hardware and software.
- ☐ Assists in the development and implementation of a comprehensive maintenance program for computers, telecommunication and network systems.
- ☐ Assists in the Coordination of information systems activities including upgrades, network use, shared databases, systems services and maintenance.
- ☐ Analyzes information systems needs; makes recommendations for acquisitions, modifications and/or applications on a project, department or staff basis.

**Information Systems Analyst I/II**

- ☐ Trains City staff in the use of information systems applications; recommends training programs for specific applications.
- ☐ Assists in the coordination of City information systems applications with outside sources including Internet and Intranet applications.
- ☐ Maintains accurate records and documentation; prepares reports as required.
- ☐ Maintains an inventory of surplus equipment and supplies; disposes of surplus equipment and supplies in accordance with established City policies and procedures.
- ☐ Researches, compiles and analyzes complex data and problems; provides technical and administrative reports; prepare written correspondence as necessary; provides periodic reports on activities; attends departmental, interdepartmental, project and user group meetings as required.

**Positions allocated to the Police Department may perform the following additional duties:**

In addition to the duties listed above, positions in the Police Department may perform general project management responsibilities, as assigned.

**QUALIFICATIONS:**

**Knowledge of** computer, telecommunication and network systems and their business applications; trends in information systems technologies relative to City business applications; software applications for business usage; methods, tools and techniques of systems hardware and software evaluation, implementation, documentation, troubleshooting and repair; principles and practices of records management and data storage and retrieval; laws and regulations governing computer systems usage and operation; effective methods of communication both written and verbal; business mathematics; methods and practices of budgeting; functions and activities of a municipal government; effective methods of training staff in the use of systems hardware and software applications.

**Skill in** installing, maintaining and operating personal and mini computers, networks and associated software; troubleshooting and determining hardware and software problems; preparing clear concise written documents including staff reports, memos, vendor communications, user procedures, program documentation, etc.; explaining technical information to non-technical personnel; organizing work, setting priorities and meeting critical deadlines; establishing effective communications with those contacted in the course of the work; reviewing the work of others including contractors, and other City staff.

**Ability to** operate tools used in the course of the work; operate a variety of information and telecommunications systems; provide effective customer service; continue to learn and keep abreast of changing technologies related to information and communication systems; work in tight, cramped spaces; stand for long periods of time; crawl in narrow crawl spaces; bend, stoop, and grasp objects; discern wire colors and see small text and number labels on wiring and circuitry; perform other related duties as required.

**Information Systems Analyst I/II**

**EDUCATION AND EXPERIENCE:** Any combination of education and experience that would likely provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required knowledge, skills and abilities is:

**Information Systems Analyst I**

An associate degree, or equivalent, with major emphasis in computer science, data processing, business administration or a related field and two years of increasingly responsible experience in information systems operations, support and maintenance.

**Information Systems Analyst II**

A bachelors degree, or equivalent, with major emphasis in computer science, data processing, business administration or a related field and four years of increasingly responsible experience in information systems operations, support and maintenance. For positions allocated to the Police Department, law enforcement agency experience is preferred.

**Special Requirement:**

All positions are subject to a background clearance by the City Police Department. Positions allocated to the Police Department require a background investigation, which includes but is not limited to medical, polygraph, and psychological examinations.