INFORMATION TECHNOLOGY ANALYST

SALARY RANGE: $92,320 - $158,130

TITLE: Information Technology Analyst

SUMMARY DESCRIPTION

The Information Technology (IT) Analyst will work on functions related to full-service hardware, software and cyber security support. The successful candidate will provide technical end-user support and training for applications and systems; handle installation, maintenance, support, and troubleshooting for computers and peripherals as well as networking infrastructure; support the maintenance and modification of existing systems and hardware, as well as implementation of new systems and hardware; perform system administration functions to ensure security and efficient operation of software and systems; monitor, investigate, install security measures; serve as a liaison between staff, vendors, and service providers; and, perform other related duties as required and assigned. The position provides high level customer service with a white glove support model and works collaboratively with all SVCE teams.

SUPERVISION RECEIVED AND EXERCISED

The IT Analyst reports to the Manager of Technology and Administrative Services or another manager on the Finance & Admin Team and the position does not include supervisory and/or team leader responsibilities but will supervise outside consultants/contractors as needed.

ESSENTIAL FUNCTIONS

- Provide white glove, high level customer service
- Troubleshoot and resolve hardware, software, connectivity, and other outstanding issues for Staff
- Install, maintain, and upgrade computer software and hardware and conduct IT-related training as needed
- Coordinate the account management for all core user accounts under the IT umbrella
- Coordinate the IT portion of employee onboarding and offboarding transitions
- Perform testing, routine quality analysis, and check-up of computer systems and infrastructure
- Maintain device management, system security, and data integrity for cloud and desktop environments
- Maintain all IT related equipment at the office: routers, switches, firewalls, access points, printers, phones, AV
- Implement/update IT documentation, policies, protocols and procedures
- Develop and lead staff cyber security trainings and education
- Liaison with IT-related vendors and service providers
- Monitor, identify, remediate, document computer networks for security issues or breaches
- Participate in IT audits and security assessments
• Conduct research and analyze statistical and other data; make recommendations for IT improvements, prepare and deliver oral and written reports
• Strong communication, problem-solving, and organizational skills
• Excellent written and verbal communication skills
• Manage and facilitate IT projects

In-person Office Requirements
• Be available to work in office within ~2 hours to troubleshoot any network equipment or peripheral issues.
• As needed for scheduled appointments with vendors, service providers and staff.
• Monthly evening Board Meetings and other similar meetings to facilitate hybrid meeting applications and ensure the AV equipment and other connected hardware function properly during the meetings.
• As needed for staff meetings and any other IT-related staff support

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:
• management and administration of Box.com, Microsoft Office 365, Zoom, Windows
• network Infrastructure (switches, firewalls, AP’s cloud-based tools)
• audio/visual systems that support hybrid conference meeting environments for both in-person and virtual attendees
• IT security best practices
• data storage\govenance\protection\retention policies and implementations
• developing Helpdesk and IT operations and best practices

Ability to:
• troubleshoot and resolve any technical issues with software applications and systems
• understand operations, purposes, and functions of the applications supported
• work independently and apply analytical skills
• analyze data and statistical issues; draw sound conclusions and make effective recommendations.
• identify and analyze problem areas and provide recommendations and solutions for department management teams related to IT issues including collecting and analyzing data, drawing valid conclusions from available information, and projecting consequences of decisions and recommendations.
• manage a variety of simultaneous work projects to meet established timetables and commitments while addressing day to day break fix issues.
• establish and maintain effective working relationships with those contacted in the course of the work, including officials and managers, representatives of other governmental agencies, community, business and other groups, employees, and the public.
• develop and implement communications strategies and plans for keeping employees and managers informed.
• effectively communicate, both orally and in writing, including making presentations of findings, recommendations, and policies orally or in writing to Board members, department directors, and employees.
REQUIRED QUALIFICATIONS

Experience and Training Guidelines: Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

EDUCATION / EXPERIENCE:
A Bachelor’s degree in Computer Science, Information Technology, System Administration, or a closely related field, or equivalent experience required

Proven work experience in IT with 4+ years in an IT role involving desktop support, server and application administration, and network infrastructure administration.

LICENSES: Possession and continued maintenance of a valid class C California driver’s license with a safe driving record or the ability to provide alternate transportation as approved by the CEO.

PHYSICAL AND WORKING CONDITIONS

The physical and mental 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 job functions.

ENVIRONMENT: Work is performed in a typical office setting with exposure to computer screens and at public events (fairs, meeting rooms, farmers’ markets, etc.) with moderate noise and will require some evening and weekend work. The noise level in the work environment is usually typical of an office environment and public events.

PHYSICAL: While performing the duties of this class, employees are regularly required to sit, walk, and stand; talk or hear, in person and by telephone; reach with hands and arms. Employees are occasionally required to walk, and stand for prolonged periods; stoop, bend, kneel and twist; and may lift up to 20 pounds. Employees must be able to communicate in person, in writing, and by telephone with Board members, management, co-workers, vendors, consultants, and with the public in face-to-face, one-on-one, and group settings.

VISION: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and, operate assigned equipment.

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

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