

City of Fulton
POSITION DESCRIPTION

JOB TITLE: Information Technology Analyst

DEPARTMENT: Administration

DATE: 07/22

IMMEDIATE SUPERVISOR: IT Technician

SUMMARY: The IT Analyst will be responsible for the proper care and maintenance of the City of Fulton's technology infrastructure to include, but not limited to hardware, software, phone system and network security.

KNOWLEDGE REQUIREMENTS

- Completed high school diploma or equivalent required. College degree or technical certification (especially Microsoft Server, Office, SQL server) is strongly preferred.
- Certification as IT Technician will be an advantage (e.g. CompTIA A+, Microsoft Certified IT Professional)
- Three years of similar IT technical experience of complex system and personnel can be substituted for a completed degree program.
- Ability to interact with a variety of personalities in a positive and professional manner.
- Minimum of four years demonstrated experience in software/hardware installation and maintenance, network and server maintenance and network security.
- Experience in working in a Microsoft Office environment, and a variety of Microsoft operating systems.
- Experience with PBX and voicemail systems is preferred.
- Basic knowledge of web site maintenance is preferred.
- Valid Missouri Driver's License

ESSENTIAL FUNCTIONS:

I. Information Technology Network Maintenance

- A. Assists in keeping the smooth day-to-day operation of the computer network system including responding to Help Desk requests, completing any tasks needed, arranging for database storage, retrieval and security.
- B. Maintain, analyze, troubleshoot, and repair computer systems, hardware and computer peripherals.
- C. Administers the installation, upgrading and maintenance of computer hardware and software programs and licensing as well as maintaining peripherals.
- D. Helps to upkeep the assignment of new and termination of old email and network accounts.
- E. Support, monitor, test, and troubleshoot hardware and software problems pertaining to the City Local Area Network.

- F. Supports in the purchase, selection and installation of new computer software and hardware keeping the immediate supervisor aware of problems to solve and opportunities to improve computer technology across City departments operating within established City purchasing policies.
- G. Assists in maintaining security for the City computer network and assists in maintaining security of the City's desktop and lap top computers.
- H. The IT Technician supports the IT Manager in adding new users and provides technical support either by phone, remote access or site visits as needed.
- I. Supports in the installation, testing, and monitoring of servers, firewalls, and new software.
- J. Assists with maintenance of specialty software when possible and serves as liaison with specialty software manufacturers (e.g. accounting software under the guidance of Finance, SCADA under the guidance of Utilities).
- K. Serves as liaison and contract Technician with information technology contractors.
- L. Responds to Help Desk requests for assistance by City staff in an accurate, professional, complete and timely manner. The IT Technician is responsible for implementing an amicable diagnosis, resolution and documentation of computer and phone system problems and training staff to conduct simple, routine maintenance on their own.
- M. Assists with Servers, LAN/WAN technologies, computer repair/troubleshooting software, networks, virus protection, Wi-Fi technology, and more.
- N. Responds to requests by immediate supervisor in an accurate, professional, complete and timely manner.
- O. Attends training and other outside seminars as approved.
- P. Perform system backup and restore files on computers during repairs and new computer installations.
- Q. Assists with Servers, LAN/WAN technologies, computer repair/troubleshooting software, networks, virus protection, Wi-Fi technology, and other applications as directed by immediate supervisor.
- R. Provides coverage and completion of IT Manager's tasks and duties, as possible, in the absence of the IT Manager.

II. Telecommunications

- A. Providing technical support to the Public Information Officer for the City's web site.
- B. Maintains the City phone system network and the city voice mail software. Conducts minor system repairs and liaise' s with phone technicians as needed.
- C. Maintains the City's electronic mail system and accounts and the security of the system.

- D. Provides technical support and training to help city staff learn basic office software, use electronic mail, network security and assists the Assistant Deputy Director of Administration in obtaining electronic records to meet information requests from the public.

III. Miscellaneous Activities

- A. Maintains an awareness of safety issues assuring for compliance with all safety procedures.
- B. Assists immediate supervisor with special projects.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor; subject to reasonable accommodations.

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