IT OPERATIONS ANALYST I

Distinguishing Features of the Class: This IT Operations position carries with it responsibilities for completing most IT Operations tasks using influence, individual judgment and initiative. Additionally, the incumbent assists with customer support functions. The incumbent is expected to be a team leader who manages small agencies/vendors. He/She provides input to project and departmental plans and directions and develops project plans for smaller projects. The work is done under the direct supervision of higher level IT staff/management. May be asked to supervise small groups and teams. Shift work and on-call duties may be required. Does related work as required.

Typical Work Activities:
- Performs systems management and operations functions for central computers and client/server networks;
- Installs, maintains and upgrades computer networks such as Novell, NT, etc. with Ethernet, and some Token Ring topologies, trains users and local network manager;
- Installs, maintains upgrades and coordinates the repair of PC/Mobile computer equipment including peripherals and network equipment;
- Installs and supports desktop and mobile computer and applications software, assisting the customer support functions, e.g. helpdesk, training, etc.
- Assists the customer support functions in investigating and resolving reported hardware, software and integration problems of a complex nature;
- Maintains and updates inventory sheets and assists with asset management functions for IT equipment and software using current software requirements;
- Maintains spare parts inventory for computing hardware;
- Maintains appropriate activity logs, manual libraries, etc. for efficient IT operations;
- Maintains computer system used for County ID Badges, door security system for county buildings and offices and all interfaces to ancillary equipment for the system;
- Develops specifications pricing and configurations and recommends vendors and equipment for purchase of desktop/mobile computers, peripherals, computer networks and selected communications equipment;
- Gathers and presents detail information on the quality and performance of computing and communications equipment and software;
- Leads the implementation of projects with day-to-day decision making responsibility, including training, vendor management, etc.
- Writes project evaluation and participate in related employee evaluation.

IT OPERATIONS ANALYST I continued

Full Performance Knowledge, Skills, Abilities and/or Personal Characteristics:
- Good knowledge of the operation of a computer system and communication network system;
- Good knowledge of the use and general maintenance of computer hardware and peripheral equipment;
- Good knowledge of standard off-the-shelf application, e-mail and the internet;
- Good knowledge of computer network operating systems;
- Good knowledge of the jurisdiction's IT functions;
- Working knowledge of hardware operations scheduling, job control language, use of systems commands and job executions;
- Ability to read and interpret instructions related to data coding and the execution of program;
- Ability to communicate effectively both orally and in writing;
- Ability to lead and work well in teams;
- Ability to work ambiguous technical and user problems;
- Good initiative, self-motivation and organizational skills;
- Physical condition commensurate with the demands of the position.

Minimum Qualifications: Graduation from high school or possession of an appropriate equivalency diploma recognized by the NYS Department of Education, **AND**

A.) Graduation from a regionally accredited college or university or one accredited by New York State Board of Regents to grant degrees with a Bachelor's Degree which included or was supplemented by fifteen (15) credit hours of course work in management information systems, computer science, computer technology, information resource management, data processing, programming, systems analysis or related computer fields **AND** one (1) year of full-time paid experience in maintenance configuration or installation of computerized management information systems, computer related project management, systems analysis and/or delivery of computerized management information systems; **OR**

B.) Graduation from a regionally accredited college or university with an Associates Degree which included or was supplemented by fifteen (15) credit hours of course work in management information systems, computer science, computer technology, or information resource related computer field **AND** three (3) years of full-time paid experience in maintenance, configuration or installation computerized management information systems, computer related project management systems, analysis and/or delivery of computerized management systems. **OR**

C.) Five (5) years of full-time paid experience in maintenance, configuration or installations of computerized management information systems, computer related project management, systems analysis and/or delivery of computerized management information systems.

NOTE: Part-time paid experience will be prorated.

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