The City Beautiful

City of Coral Gables
Job Description

Job Title:	Information System Analyst	**Prepared Date:**	06/2013
Department:	Information Technology	**Approved By:**	Gee Ming Chow
Classification:	0111		Elsa I. Jaramillo-Velez
Pay grade:	23C		Patrick G. Salerno
FLSA:	Non-Exempt		

Summary

Perform systems support, business analysis and problem resolutions on computer hardware, software, networks and telecommunications infrastructure.

Essential Duties and Responsibilities

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification.

Perform business process evaluations and IT technology solutions analysis. Design, develop and maintain enterprise network and computer systems including software applications and databases.

Collaborate with technical peers and departmental users to complete project assignments and accomplish city goals and directives. Communicate with users, vendors and manufacturers, as needed, to resolve technical and business problems. Review, analyze and evaluate business needs and user requirements. Create functional design and technical specifications. Determine hardware and software needs and make purchasing recommendations.

Implement and project manage systems and perform documentation and product maintenance. Perform change management, testing and certification procedures. Interpret, refine and apply methods and procedures in accordance with Information Technology Infrastructure Library (ITIL), Software Development Life Cycle (SDLC), information technology industry standards and best practices.

Also perform technical support, troubleshoot and resolve system problems. Make repairs and conduct scheduled maintenance tasks. Respond to on-call trouble tickets when required.

Performs other related tasks as required.

Knowledge, Skills, and Abilities

Knowledge of systems administration for Microsoft Windows Network, VMWare Virtualization, Exchange, personal computers and Cisco network devices. Hands-on understanding of Active Directory certificates, 802.1x authentication and computer programming languages development platforms such as Visual Basic, MS SQL, MS SSRS, Crystal Reports, HTML. JAVA, Visual Studio.Net, C#.Net and Adobe Photoshop. Possess skills in Microsoft Word, Excel, Outlook, PowerPoint, Windows, Project Management (PM), database management, and Business Intelligence (BI).

Ability to install and configure enterprise server applications, operating systems and networks. Able to resolve network and system problems, troubleshoot and make system repairs. Determine enterprise hardware and software needs. Install, update, revise, analyze and test programs. Establish and implement procedures and business processes.

Train and communicate effectively with users and management. Ability to establish and maintain effective working relationships with employees, supervisors, other agencies, and the public. Ability to work independently and participate in a team environment. Be able to perform effectively under stressful situations and meet deadlines.

Physical Requirements

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of telephone and personal contact as normally defined by the ability to see, read, talk, sit, stand, hear, and read and write English; have hands to fingers dexterity to handle, feel or operate objects. Physical capability to effectively use and operate various items of office equipment; such as but not limited to a personal computer, printer, copier and fax machine.

Considerable amount of time spent using computers. Work is predominately indoors within a usually quiet to moderately noisy environment. Must be able to lift, carry and or push articles weighing up to 30 lbs.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

Minimum Education and Experience

Bachelor of Science Degree in Computer Science or a related field from an accredited college or university and three years of work experience. Master's degree preferred.

Cisco, Microsoft, CompTIA and other industry recognized certifications desired (i.e., CCNA, MCSA, A+, Security+, Network+, CISSP, PMP, ITIL and CEH.)

Valid Florida driver's license.