

Intercity Transit

Senior Information Systems Analyst

BAND	GRADE	SUBGRADE
C	4	3
DEPARTMENT: Administrative Services	DIVISION: Information Services	FLSA STATUS: Exempt
SUPERVISION RECEIVED FROM: Information Systems Manager	SUPERVISION EXERCISED OVER: N/A	PAY GRADE: C43
<p>SUMMARY: This position is responsible and directly supports the analysis, architecture, installation, development and maintenance of a variety of communication, information and data base solutions. Other responsibilities include more complex IS support issues; communicating with users and Information Services staff; preparing and providing training and documentation for IS staff and end users; performing, monitoring and maintaining backup and disaster recovery systems and procedures.</p>		
<p>DISTINGUISHING CHARACTERISTICS: The Senior Information Systems Analyst skills lead the evaluation and analysis of Information Systems solutions that are of value to the organization create plans for solution implementation, present opportunities and solutions to management for approval. The Senior IS Analyst must understand and determine the service, hardware and software necessary to meet Agency needs and stays current on the latest technology.</p>		
DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	FRE-QUENCY
1.	Answers phone calls and emails from users regarding help requests. Performs diagnostic evaluation of user issues to solve problem if possible, otherwise reviews IS tickets and communicates with customer regarding service response and any relevant or missing data.	Daily 15% (C4)
2.	Supports Network Systems Analysts with complex support issues.	Weekly 10% (C4)
3.	Ensure and maintain existing systems through monitoring (automated or manual as necessary) and establishing a schedule of proactive maintenance activities.	Weekly 10% (C4)
4.	Perform, monitor, evaluate and maintain backup and disaster recovery systems and procedures for agency needs and requirements. Maintains network, server and system documentation.	Weekly 10% (C4)
5.	Performs Business System analysis; consults and meets with users to determine needs; assist users in resolving problems; evaluating solution alternatives and presenting solutions opportunities to management.	Daily 15% (C4)

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DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	FRE-QUENCY
6.	Performs Network analysis; meets with users, determine needs, maintains and upgrades servers and databases. Sets up new users and groups; performs and monitors daily backups and data archiving; installs network operating software patches and upgrades; ensuring security; installing applications to be shared on network; and, maintaining data flow over the LAN/WAN to Intercity Transit work locations. Responsible for Internet connectivity and policy enforcement.	Daily 15% (C4)
7.	Manages hardware and software related to communications of all types used by the Agency. Ensures user problems involving hardware/software are addressed in a timely manner; diagnoses problems, completes on-site repairs providing the user with replacement equipment if required and/or repairs and follow-ups.	Weekly (C4) 10%
8.	Coordinates the efforts of vendors, contractors and staff to ensure maximum use of equipment and continuation of service with minimum system down time.	Monthly 10% (C4)
9.	Gives verbal or written instruction to users of varying degrees of technical expertise on the proper use and care of the hardware and software. Provides user-training sessions on new and existing software and technology.	Weekly 10% (C4)
10.	Attends, chairs and supports a variety of meetings with the Agency	As needed (C4)
11.	Performs other duties of a similar nature or level.	Always
12.	Must meet regular time and attendance standards.	Always

Knowledge (position requirements at entry):

Expert Knowledge of the following:

- System performance and reliability principles;
- Network systems;
- Storage systems;
- Applicable operating systems;
- Applicable hardware devices and drivers;
- Telephony principles and practices;
- Asset management practices;
- Current technology developments and trends.

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Skills (position requirements at entry):

Skill in:

- Assessing workload, prioritizing tasks and managing work flow.
- Administering networks;
- Analytical skills related to complicated network systems;
- Defining problems, collecting data, establishing facts, drawing conclusions, and making appropriate recommendations;
- Attention to detail;
- Leadership skills, organizational skills & teamwork
- Installing and maintaining a variety of hardware, software, and peripheral equipment;
- Operating computers and related software applications;
- Troubleshooting and resolving hardware, software, network, and peripheral problems;
- Providing customer service;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Training and Experience (position requirements at entry):

Associates Degree and four years of progressively responsible network expertise administration experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing Requirements (position requirements at entry):

The ability to respond in a timely manner to issues arising throughout the Intercity Transit service area on a 24-7 basis.

Effective May 18, 2009: Must pass a Washington State Patrol and/or other agency type background check.

Physical Requirements:

Positions in this class typically require: stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Incumbents may be subjected to moving mechanical parts, workspace restrictions, and travel.

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

NOTE:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:

Prepared by Human Resources (10/19/09)

Date Approved by the ITA: 11/04/09

Date: 05/2017 One IS position re-classed to Senior position due to DB changes in duties/essential functions.cd

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