Innovation and Technology Analyst

SUMMARY

Under general direction, performs a variety of professional-level administrative, operational, budgetary, research, analytical, and advanced information technology duties in support of the activities and operations of the Town's technology and the Innovation and Technology Department, which may include network and telecommunications systems and security, business applications as well as websites, audio/visual and broadcasting systems, enterprise resource planning (ERP) solutions, relational databases, and geographic information systems (GIS); provides highly complex and responsible support to the Director of Innovation and Technology; works with Town departments and users to understand and define needs; performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director of Innovation and Technology. Exercises general supervision over assigned subordinate professional and technical staff, vendors, and consultants as directed.

ESSENTIAL FUNCTIONS -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and duties performed by incumbents of this class. Employees are required to be in attendance and prepared to begin work at their assigned work location on the specified days and hours. Factors such as regular attendance at the job are not routinely listed in job descriptions but are an essential function. Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Essential duties and responsibilities* **may** *include, but are not limited to, the following:*

- Oversees and assists in the day-to-day operations, administration, implementation, support and maintenance of the Town's technology including hardware and software computer operations, technical support, systems analysis, programming, database management, business applications, geographic information systems, network and telecommunication systems, technology training and other related technologies.
- Assists in developing, implementing, maintaining, and enforcing the Innovation and Technology Department operational policies and procedures, mission, goals, short- and long-term objectives and work plan in conjunction with and in addition to the Town's goals and objectives; acts as a liaison with Town departments, contracted services utilizing related technologies and information systems to conduct Town business, and vendors as necessary.
- Participates in the development and management for the department budget and related technology budgets for the Town; provides professional recommendations and guidance on new and innovative technologies that may provide value to the operations of Town and departments.
- Researches and evaluates solutions; recommends, plans, and/or coordinates the purchase and implementation of equipment, systems and other technology solutions and products.

- Develops and provides reports and queries, system specifications, system process and procedural documentation, timelines, usage reports and/or other related documentation.
- Works directly with Town departments and users, contracted services utilizing related technologies and information systems to conduct Town business, contractors, and vendors in support of Town's technology to identify complex business procedures and problems; proposes, designs, and implements complex applications solutions; coordinates with vendors to provide additional technology solutions; oversees the work of outside contractors or vendors, ensuring quality of work and delivery of services.
- Oversees and assists in the configuration, performance monitoring, support and maintenance of the Town's network and telecommunication infrastructure systems including related hardware such as routers, switches and servers, peripherals; cybersecurity and security related systems, business applications and software, data and voice connections at various sites including lease lines, landlines, wireless and mobile devices; cabling; and other technology systems as assigned; conducts network and systems analysis and programming as needed; designing and implementing new networks, including system topology, server configurations and standard information technology structure
- Assists with overseeing the information and data integrity and security of the Town and its related information technology functions.
- Provides oversight and participates in project management for both new system implementations and enhancements to existing systems and services; utilizes project management techniques and tools, such as Microsoft Project, to effectively manage system implementations and upgrades.
- Administers, configures, maintains, develops and oversees relational databases, such as Microsoft SQL; utilizes SQL scripting and reporting software such as SQL Server Reporting Services and Crystal Reports, to create ad-hoc queries and reports.
- Assists in the oversight and backup administration of the Town's Geographic Information System and related systems and software.
- Coordinates and participates in the development of justifications and recommendations for acquisition of computer hardware and software; prepares staff reports, and specifications for bid documents and evaluations of proposals; reviews and evaluates contracts and proposals.
- Provides emergency and on-call support response to reduce down-time, correct errors, monitor vendor activity, off hours scheduled maintenance, and system failures or on an as needed basis; may be required to carry a Town supplied cell phone during on-duty and off-duty hours.
- Supervises the work of assigned staff; provides work direction and mentoring to professional, technical staff, and clerical/administrative staff; conducts performance evaluations and participates in personnel decisions.
- Stay informed of technology standards in line with legal and industry best practices and assesses new and emerging technologies to determine applicability to Town business services.
- Maintains confidentiality of work-related issues and Town information.
- Performs other duties as assigned.

DISTINGUISHING CHARACTERISTICS
This is the advanced-level class in the innovation and technology series that is responsible for the oversight, administration and maintenance of the Town's technology infrastructure and applications, including networks, hardware, and business applications for all Town departments and services. This class is distinguished from the Director of Innovation and Technology in that the latter has overall functional direction and responsibility for the Innovation and Technology Department and authority over the Town's technology.

MINIMUM QUALIFICATIONS
Education, Training, and Experience Guidelines
An equivalent combination of training and experience that would provide the required knowledge, skills and abilities may be considered. A typical way to obtain the required qualifications would be:

Minimum of an Associate degree in information technology, computer science, business administration, or a related field; AND five (5) years of increasingly responsible professional information technology experience, with three (3) years of supervisory or management experience in areas such as administration and support of enterprise business applications, network and infrastructure systems, telecommunication systems; a Bachelor's degree from an accredited college or university with major coursework in one of these fields is desired. Experience in local government is preferred. A combination of additional experience along with industry certifications, may be substituted for degree requirement.

LICENSE AND CERTIFICATION REQUIREMENTS
- Valid California class C driver's license with satisfactory driving record and automobile insurance.

Knowledge of:
- Town policies and procedures.
- Operational characteristics, services, and activities of information technology; Modern professional office practices, methods, and procedures.
- Current technology trends and capabilities as they relate to hardware and software solutions to meet the business needs and goals of the Town.
- Modern and complex principles and practices of computer hardware and software systems including printers, network and telecommunication systems, and audio/visual systems management, analysis, design, programming, and maintenance.
- Network and telecommunication systems configuration and troubleshooting, cabling and internetworking principles, wide area networks, and related systems and hardware; server operating systems, VMWare virtual server administration, and dHCI system architecture administration.
- Relational database management, SQL scripting, database reporting, data processing management and general administration practices and techniques; Principles of general business practices and processes with data systems and relational database systems.
- GIS operations and related solutions such as ArcGIS and AutoCAD.
- Standard Website and Web Application development languages
- Research techniques, and principles and procedures of record keeping and technical report writing.
- Technical and business applications, including current releases of Microsoft Office, system monitoring, and other software required to accomplish the essential functions listed. Intermediate to advanced Excel business data analysis and data manipulation preferred.

- Methods and techniques for providing a high level of customer service to public, contractors and vendors, and Town staff, in person, in writing, and over the telephone.
- Principles and practices of effective employee supervision.
- Principles and practices of project management and strategic planning.
- Occupational hazards and standard safety practices necessary in the area of computer operations.
- Proper English usage, grammar, spelling, vocabulary, and punctuation.
- Applicable Federal, State, and local laws, codes, and regulations.

Ability to:
- Perform advanced complex computer systems and business applications, and network and telecommunication systems operations, monitoring, installation, repair, and maintenance work involving the use of independent judgment and personal initiative.
- Implement comprehensive computer, network, and telecommunication operations-related projects and training programs.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of established goals.
- Interpret and apply applicable policies, procedures, laws, and regulations pertaining to assigned programs and functions.
- Analyze user needs, research, develop, and recommend cost-effective technical system improvements.
- Adequately prepare and maintain records, reports, documentation, and system procedures.
- Effectively plan, organize, and prioritize tasks and projects; organize own work and workspaces, set priorities, and meet deadlines.
- Operate modern office equipment including computer, network, and telecommunication equipment, and business applications.
- Communicate clearly and effectively in person, over the telephone, and in writing with people at all organizational levels.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work completed.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT
In the performance of daily activities, this position may require prolonged or intermittent sitting, standing, climbing ladders, walking on level, uneven, or slippery surfaces, reaching, twisting, turning, kneeling, bending, stooping, squatting/crouching, and repetitive hand movement using a computer keyboard and mouse. May be required to lift and carry items weighing up to 75 pounds. May be required to run cabling and operate necessary tools. Incumbent must be able to see and hear in the normal range with or without correction and communicate verbally and in written form with great facility and must be able to be understood.

Work is performed mostly in an office environment and in close proximity to other workers. May be exposed to excessive noise levels. Incumbent shall be exposed to those conditions normally encountered in a business office and data center environment and will occasionally be required to operate a motor vehicle to travel to different sites and locations; when working outdoors the

incumbent may encounter extreme weather conditions, including wet, hot, cold, wind, snow, ice, and heavy vehicle traffic.

Incumbent may be required to work evenings, weekends, and holidays, and must have the stamina to work long hours for after-hours emergency response for on-call and callback assignments and attend after hour Town meetings and events.

FLSA designations cannot be assigned to a class. An employer must show that each employee meets every requirement of the claimed exemption. The FLSA designation listed above is for general administrative guidelines.