

REGIONAL BUILDING DEPARTMENT
Information Technology Analyst II
Job Description

Job Title: Information Technology Analyst II
Reports To: IT Manager
Pay Scale:

Department: 9812 IT
Classification: Non Exempt
Job Type: Full Time

Position Summary:

The Information Technology Analyst II provides day to day support and service for all RBD employees. This support includes fulfilling end-user requests, maintaining end-user equipment and software as well as troubleshooting equipment and software. The Information Technology Analyst II also supports and troubleshoots phones, printers, fax machines and audio\video equipment. Maintain wireless internet access systems. As part of the IT team, the Information Technology Analyst II is expected to participate in a variety of IT functions and projects. Work is performed under general direction of the IT Manager.

Supervision of Others: None

Core Values:

- Demonstrate ability to take initiative and work under pressure with minimal supervision.
- Display dependability through knowledge, attendance, follow through, progress and completion of tasks.
- Show teamwork by cooperating with others, exhibiting a positive attitude and communicating honestly, openly, consistently and directly; actively listen to others with an open mind.
- Act in a responsible manner.
- Demonstrate self-direction and decision making while considering long term goals and potential impacts of decisions.
- Show flexibility within established parameters.

Essential Job Functions:

- Participate in the planning, installation and management of all staff computers. May include recommending system software and planning how to setup new computers as well as update or install existing ones.
- Conforming to the guidelines of the network security policy as set forth by RBD.
- Setup and manage printers, phones, faxes and audio\video equipment.
- Configure and maintain wireless internet access throughout the Pikes Peak Regional Development building.
- Assist where needed in supporting outside agencies that interact with RBD systems.
- Work with other IT staff to setup and maintain user permissions across the network. Grant access to new users, revoke access from users after they leave the company, and protect the security of the data by limiting access to only those who need it.
- Support user access to corporate email, including security and spam.
- Support user access to phone system operation.
- Evaluate and assess organizational needs; recommend project priorities.
- Participate in evaluation and testing of system upgrades; install or upgrade hardware, operating systems and applications; troubleshoot hardware and software related problems.
- Perform system maintenance activities; monitor system disks for space; maintain system security; reset user passwords; grant or revoke system access.
- Troubleshoot system problems, interruption to work duties and slow performance related to IT equipment and services.

- Respond to requests from users regarding system operations; provide solutions to problems or refer users to appropriate staff.
- Prepare computers for deployment by imaging the operating system and installing required software to facilitate the job functions for employees receiving the equipment.
- Attend and participate in professional group meetings, stay abreast of new trends and innovations in the field of technology.
- Perform related duties and responsibilities as required.

Qualifications:

Knowledge of:

- Wireless technologies
- Strong knowledge of a domain network environment.
- End user equipment support including PC, phones, GPS devices and printers.
- Strong understanding of Windows based operating systems.
- Computer hardware troubleshooting, repair and maintenance.
- Operational characteristics of a variety of computer hardware and software programs.
- Working knowledge of common Windows based software including Microsoft Office, PDF readers\editors, communication and printing software.
- Methods and techniques used in the installation, troubleshooting, upgrading and problem resolution of computer hardware and software programs.

Ability to:

- Administer on-site and remote technology support to a variety of users.
- Establish and maintain effective working relationships with those contacted in the course of work. This will include immediate supervisor, supervisors of other departments, and regular employees.
- Work directly with the supervisor or employee who is either requesting a system change or having a technical problem. Not all requests will be filtered through a department supervisor.
- Work alone for extended periods of time with minimal supervision; work as part of a team.
- Work with other members of the IT department to coordinate department projects.

Experience and Education:

Three to five years of increasingly responsible information technology experience. High school diploma and related information technology experience. Must possess strong knowledge of computers and how they operate, which includes having a broad understanding of hardware and software, operating systems and basic computer programming. Familiarity with electronic equipment, Internet applications and security may also be required. Need good communication skills because this position requires frequent interaction with RBD staff.

Physical Demands and Work Environment:

The employee frequently is required to sit; stand; walk; stoop or kneel; crouch or crawl; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; for extended periods of time. May have to climb ladders or flights of stairs or crawl around in tight spaces. While performing the duties of this job, the employee is regularly required to talk or hear. The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Office environment; exposure to computer screens.

This job description is not intended to be inclusive of all functions, responsibilities and qualifications associated with the position, however, representative of the essential job functions and typical criteria considered necessary to successfully perform the position.

Equal Employment Opportunity/Affirmative Action Statement:

The Department is an Equal Employment Opportunity/Affirmative Action employer. The Department will not tolerate unlawful discrimination against any employee or applicant because of race, color, creed, national origin, ancestry, sex, age, religion, disability, sexual orientation, genetic information, marital status, or retaliation for engaging in protected activity.

Americans with Disabilities Act Compliance:

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990, the Department will not discriminate against individuals with disabilities on the basis of disability in its services, programs, or activities. The ADA requires the Department to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

NOTE: A Board of Commissioners independently governs the Pikes Peak Regional Building Department.

Employee Signature

Review Date

Employee Print Name