



Alameda Contra Costa Transit District Classification Specification

~~Senior Network PC Analyst – DRAFT~~

Exhibit-F

Senior Innovation and Technology Service Analyst- DRAFT

Class Code	FLSA Status	EEO-CAT	Rep Status	Salary Grade	Effective Date	Resolution #
017	Non-Exempt	EEO4-3, Technicians	AFSCME	06	09/28/2022	22-036

DEFINITION: ~~This is the lead and/or specialist level in the Network/PC Analyst series. Under general supervision, incumbents may serve in a lead capacity, responsible for assigning and reviewing the work direction, performs on-site and/or remote technical duties in support of lower level staff, and/or may serve as specialists who a variety of information systems and system components using excellent customer service methods. Incumbents in this classification work independently and deal with a variety of complex assignments; including but not limited to monitoring and special projects. This is the advanced, experienced level within the Innovation and Technology (IT) Service Analyst series. There are two (2) levels within the IT Service Analyst series that are distinguished from one another by the technical complexity of the assigned duties and identifying network issues; proposing fixes; installing patches the level of discretion and updates on networks, operating systems, servers independent judgment exercised.~~

~~The Senior IT Service Analyst is distinguished from the IT Service Analyst classification in that the senior-level is a lead-level classification that performs more complex technical and related hardware; administering user accounts, groups, analytical duties and permissions provides technical and backing up functional direction and restoring network configurations mentorship to subordinate staff. This classification is further distinguished from the Systems Administrator classification in that the latter is a technical classification that functions as a bridge class into a professional information technology series such as cyber security, systems engineering, and computer data database administration. Incumbents in the IT Service Analyst series are front-end system administrators, providing the first point of contact for technical assistance, troubleshooting and IT problem resolution.~~

REPRESENTATIVE FUNCTIONS may include, but are not limited to the following:

- ~~Plans, organizes, and directs the daily functions, operations, and activities of the work unit and staff responsible for a wide range of IT support functions.~~
- ~~Contributes to the development of and standardizes procedures and methods to improve the efficiency and effectiveness of IT support services; assesses and monitors workload and assignment, identifies opportunities for improvement and makes recommendations to facilitate improvements.~~
- ~~Performs on-site and/or remote technical duties that include monitoring and identifying network issues; diagnosing, proposing, and implementing solutions; installing patches and updates on networks, operating systems, servers, and related hardware; administering user accounts, groups, and permissions; and backing up and restoring data.~~
- ~~Prepares and/or reviews specifications; evaluates equipment and applications and recommends the implementation of new or upgraded software and hardware.~~
- ~~Prepares schedules and timetables for projects and systems maintenance.~~
- ~~Writes and maintains user and technical operating instructions and documentation; provides training to users and other technical staff and advises on best practices; enforces information technology operational policies and procedures.~~
- ~~Installs, replaces, relocates, and connects, and configures workstations.~~
- ~~Assists with installation, connectivity, and configuration of servers and related network-level equipment.~~
- ~~Installs, configures, and tests software applications, updates, and upgrades.~~
- ~~Investigates, troubleshoots, and resolves network-level issues with applications, database interfaces, servers, workstations, and related equipment.~~
- ~~Maintains inventory and records of software and hardware installed or repaired, and of work performed in assigned area, and may write or generate reports.~~
- ~~Maintains and supports active directory services by adding, removing, and/or editing users; creates access rights to users and user groups; creates groups and mailing lists.~~



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- Installs or assists with the installation of personal computers, software, and peripheral components such as monitors, keyboards, printers, disk drives, switches, hubs, and cabling.
- Installs and configures software packages onto computer systems.
- Maintains hardware and software inventory.
- Assists in coordinating activities with other IT units; trains users on software and hardware usages.
- Functions as a technical resource on project teams for special information technology projects; adheres to assigned schedules and timetables for projects and systems maintenance, as needed.
- Provides updates, status, and completion information to staff and/or users via voice mail, e-mail, status reports or in-person communication.
- Provides technical support and audio, visual, and computer-related equipment set-up for conferences, meetings, and off-site events.
- Receives and responds to escalated user requests; collaborates with staff to provide solutions to resolve complex issues; provides high-quality, timely service by assisting users, in-person or remotely, with operational questions or problems and in the use of workstations, printers, peripheral equipment, and network systems hardware and software; evaluates and responds to requests for computer assistance from users experiencing problems with hardware, software, networking, and other computer-related technologies, and related peripheral equipment.
- Enters user requests and pertinent details and issues into the IT Service Management system; updates records, as needed when tasks and projects are performed.
- Monitors, investigates, troubleshoots, and resolves issues with network equipment, servers, workstations, and related equipment.
- ~~• Confers with end-users to troubleshoot and resolve user problems and identify user needs.~~
- ~~• Writes system and user documentation.~~
- Installs, configures, and tests applications, upgrades, and hardware (including servers, and workstations, etc.).
- ~~• Prepares schedules and timetables for projects and systems maintenance.~~
- ~~• Prepares and/or reviews specifications, evaluates equipment and applications, and recommends implementation of~~ Assists with the on-boarding new or upgraded software and hardware.
- ~~• Analyzes network performance and recommends performance improvements~~
- ~~• Patches network connections and performs basic switch and router configurations.~~
- Creates and administers Network Operating System staff; including the creation and administration of user accounts, groups, and permissions in various systems and applications; assisting with the off-boarding/exiting process upon an employee's termination.
- ~~• Performs periodic systems maintenance on computer and network equipment.~~
- ~~• Provides lead direction to lower level staff by providing guidance on technical and procedural issues and assigning and reviewing work assignments.~~
- Performs related duties as required.

MINIMUM QUALIFICATIONS:

~~_____~~ **Knowledge of:** Principles and practices involved in the installation, connectivity, configuration, testing, maintenance, troubleshooting, and repair of technological and related peripheral equipment; principles and practices of standard organized incident management processes; principles and practices of computer networks, hardware, and/or software in client-server and Microsoft Windows Operating Systems; desktop operating systems; current operating platforms and related operating systems; systems design, set-up, connectivity, configuration, testing and troubleshooting procedures; scripting to automate routine tasks; and security



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access procedures; principles and practices of project management; business English ~~usage~~; basic mathematics; ~~and~~ ~~current~~ ~~modern~~ office methods and procedures; vendor relationship management; basic principles of supervision and providing functional and technical direction and training to subordinate staff; techniques for providing a high level of customer service by effectively working with the public, vendors, contractors, and District staff.

~~Ability to:~~ Maintain, troubleshoot, and resolve issues with networked systems, databases, PCs/workstations, and ~~telecommunications~~ equipment; develop and administer system security; review and analyze user ~~requirements~~ and specifications; write documentation, user information and training materials; install ~~new~~ ~~hardware~~, programs, and upgrades; prepare time estimates for projects; research and make ~~recommendations~~ regarding implementation of new technologies and/or programs; work collaboratively ~~and~~ ~~independently~~; ~~supervise or provide work direction to assigned subordinate staff on a project of~~ ~~task basis~~; ~~communicate effectively both orally and in writing~~; plan, organize, and coordinate the work of staff; provide staff leadership and work direction; train staff in work procedures; keep abreast of changes in computer ~~technology~~; work flexible and non-standard hours as needed; and establish and ~~maintain~~ positive working ~~relationships~~ with District personnel using principles of excellent customer ~~service~~.

~~Education:~~ Equivalent to an ~~Associate's~~ Associate degree from an accredited college or university with a major in ~~Computer Science, Mathematics~~ computer science, management information systems, mathematics, or a related field; and/or completion of a recognized course of study in computer science or related modern technical discipline.

~~Experience:~~ Four (4) years of experience ~~installing, configuring, administering, implementing, monitoring, and maintaining, and troubleshooting issues with computer~~ desktop environments including hardware and software, applications and/or IT infrastructure systems in a virtualized desktop environment or two (2) years ~~of~~ which involved performing a variety of tasks in support of a network ~~using Microsoft Windows workstations or~~ two (2) years of professional experience administering and ~~monitoring computer/ network hardware and software at a level equivalent to the District's classification of IT Service Analyst~~.

~~License(s) and Certifications:~~ ~~Must possess and maintain a California Class C Driver License and meet the District's safe driving standards.~~ None.

~~Special Requirement:~~ ~~Must be willing to: (1) work outside regular business hours as required by implementation of special projects, and emergencies; and (2) travel between all District facilities and data centers.~~

Physical Requirements: (1) Must maintain the physical condition necessary to perform tasks in an office setting operating a personal computer, keyboards, and other peripheral equipment; (2) must maintain mobility in order to safely drive a District vehicle to travel between District facilities; and (3) must maintain the physical condition necessary to perform the following physical movements: frequently stand, walk, lift and transport light objects weighing up to fifteen (15) lbs., push, bend, balance, kneel, crouch, access constricted spaces, and make fine motor movements with the hands, fingers, and arms; and occasionally lift and transport objects weighing up to fifty (50) lbs., pull, climb, crawl, twist, and reach.

Special Requirement: Must be willing to: (1) work outside regular business hours as required by implementation of special projects, and emergencies; and (2) travel between all District facilities and data centers.



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Revision Date: ~~2012~~2003-2007 (Res. No. N/A)

Revision Date: 12-2013 (Res. No. 1115)