



## Alameda Contra Costa Transit District Classification Specification

### ~~Network PC Analyst - DRAFT~~

Exhibit-E

### Innovation and Technology Service Analyst - DRAFT

Class Code	FLSA Status	EEO-CAT	Rep Status	Salary Grade	Effective Date	Resolution #
420	Non-Exempt	EE04 -3-Technicians	AFSCME	05	09/28/2022	22-036

**DEFINITION:** ~~Under general direction; responds to user requests to provide PC and network systems support and security by installing computer hardware and software, troubleshooting and resolving incidents/problems, maintaining routine databases, running test routines, and writing system documentation.~~

**DEFINITION:** Under general direction, performs on-site and/or remote technical duties in support of a variety of information systems and system components using excellent customer service methods. This is the experienced level within the Innovation and Technology (IT) Service Analyst series. The work involves frequent contact with others, coordination of multiple, concurrent activities, and the ability to work independently, providing first and second-level technical response and support service to District staff. There are two levels within the IT Service Analyst series that are distinguished from one another by the technical complexity of the assigned duties and the level of discretion and independent judgment exercised.

This classification is distinguished from the Senior IT Service Analyst in that the latter performs and is assigned more complex duties and tasks and also provides third-level technical response and support to District staff.

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

- ~~• Receives user requests via telephone, email, and other forms of communication; and responds appropriately and in a timely manner using excellent customer service skills.~~
- ~~• Enters user requests and pertinent details and issues into the tracking system. Updates records, as needed, when tasks and projects are performed.~~
- ~~• Confers with users to identify needs, and to investigate, troubleshoot, and resolve user level issues with information, hardware, peripheral equipment, and software.~~
- ~~• Installs, replaces, relocates, and connects and configures PCs, workstations, and related peripheral equipment.~~
- Installs, connects, and configures~~Performs on-site and/or remote, technical duties in support of a variety of information systems and system components that includes, installing, replacing, relocating, connecting, and configuring workstations, telecommunications equipment, mobile devices, software applications, and peripheral components such as monitors, keyboards, printers, disk drives, switches, and cabling.~~
- Researches and resolves routine to moderately complex user issues; provides on-site and remote technical duties, which requires working and resolving issues independently and escalating and/or working collaboratively to resolve the more complex technical issues with specialized or higher-level staff and/or the vendor as appropriate.
- Assists with the installation, connection, and configuration of servers and related network level equipment,~~under supervision.~~
- Installs, configures and tests software applications, updates, and upgrades.
- Investigates, troubleshoots,~~Assists in maintaining and resolves~~administering network level issues with systems.
- Coordinates and conducts limited training for users on various computer systems and applications, database interfaces, servers, workstations, and related equipment.; develops technical manuals, procedures, instructions, and user documentation.
- ~~• Writes system and user documentation.~~
- ~~• Follows assigned schedules and timetables for projects and systems maintenance.~~
- Maintains records of software and hardware installed or repaired, and of work performed in assigned area, and may write or generate reports.
- May install telecommunications~~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.~~



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- Provides updates, status, and completion information to staff and/or users via voice mail, e-mail, status reports or in-person communication.
- Coordinates and participates in equipment, and moves, changes in departmental software or hardware, network system and/or operating system changes.
- Functions as a liaison between vendor representatives and business users to research and resolve software and hardware problems; assists with testing and debugging efforts for new software applications.
- Receives and evaluates requests for service; provides high-quality, timely service assisting users, on-site and/or remotely; diagnoses problems, troubleshoots, and implements remedial actions; researches and determines appropriate solutions and courses of action to resolve issues with hardware, software, security, access controls, and systems issues.
- Enters user requests and pertinent details and issues into the IT Service Management system; provides updates, status, and completion information to staff via voice mail, e-mail, and/or in-person communication.
- Maintains hardware and software inventory.
- Provides technical support and audio, visual, and computer-related peripheral equipment on a set-up for conferences, meetings, and off-site events.
- Responsible for the on-boarding of staff, including basis, creating and administering user accounts, groups, and permissions in various systems and applications; assists with the off-boarding/exiting process upon an employee's termination.
- Performs related duties as required.

#### **MINIMUM QUALIFICATIONS:**

——— **Knowledge of:** Principles and practices involved in the installation, connectivity, configuration, testing, maintenance, troubleshooting, and repair of personal computer/technological and related peripheral equipment; principles and practices of standard 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, security access procedures; principles and practices of project management; business — English; basic — mathematics; current office methods and procedures; vendor relationship management; techniques for providing a high level of customer service by effectively working with the public, vendors, contractors, and District staff.

——— **Ability to:** Install, maintain, troubleshoot, and resolve issues with networked systems, databases, PCs, workstations, software programs and upgrades, and telecommunications equipment; administer system security; review and analyze user requirements and specifications; write documentation, user information and training materials; prepare time estimates for implementation and completion of projects; research and make recommendations regarding implementation of new technologies and/or programs; work collaboratively and independently; communicate effectively both orally and in writing; keep abreast of changes in computer technology; work flexible and non-standard hours as needed; and establish 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 and/or completion of a recognized course of study in computer science or related modern technical discipline.

——— **Experience:** Two (2) years of experience installing, configuring, administering, implementing, monitoring, and maintaining, and troubleshooting issues with computer desktop environments including



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#### **Innovation and Technology Service Analyst**

~~hardware and software, applications and performing a variety of tasks/or IT infrastructure systems in support of a network using Microsoft Windows workstations a virtualized desktop environment.~~

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

**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.

Established Date: (Res. No. )

Revision Date: 12-2014 (Res. No. 2030)