



Innovation and Technology Service Analyst I
- DRAFT

| Class Code | FLSA Status | EEO-CAT | Represented Status | Salary Grade | Effective Date | Resolution # |
|------------|-------------|---------------------|--------------------|--------------|----------------|--------------|
| 411 | Non-Exempt | EEO4 -3-Technicians | AFSCME | 04 | 12/11/2024 | 24-XXX |

~~**DEFINITION:** Under general supervision, maintains user accounts and employee badges; responds to telephone calls, email, and personnel requests for technical support; documents, tracks and monitors problems to ensure a timely resolution.~~

~~**REPRESENTATIVE DEFINITION:** Under close supervision, incumbents receive training and learn policies and procedures, systems and software, specific methods and protocols. This is the entry and trainee level of the series. Incumbents work under close supervision and are given direct and detailed supervision with frequent reviews of work. As incumbents gain the necessary skills and knowledge, work is performed with greater independence.~~

~~There are three (3) levels within the Innovation and Technology (IT) Service Analyst series, which are distinguished from one another by the technical complexity of the assigned duties and the level of discretion and independent judgment exercised.~~

~~Positions in the series are flexibly staffed to meet the needs of the District. Positions at the experienced level are normally filled by advancement from the entry level and promotion is subject to the following: (i) management affirmation that the incumbent is performing the full range of duties assigned (ii) after gaining requisite experience and demonstrating proficiency which meets the minimum qualifications of the next higher-level classification and (iii) learning to mitigate risks associated with procurement methods.~~

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

- ~~• Reviews and responds to Help Desk requests; creates incidents and assigns them to the appropriate IS department Technician for action.~~
- ~~• Processes and configures badges; takes and maintains photos of employees; maintains links between door security; Time Collection system and Follow-Me printing software. Maintains badge printing inventory.~~
- ~~• Serves as IS liaison in the new employee on-boarding process and implements appropriate change request procedures to record badge creation, modification, replacement, and termination.~~
- ~~• Creates change requests to track employee on-board/ off-board in coordination with PeopleSoft, Active Directory, Telecom, and other applications.~~
- ~~• Maintains Microsoft Lync (instant messaging) folder of employee photos, from badges.~~
- ~~• Processes PeopleSoft work flows; including required changes in Active Directory and changes in permissions, as well as workflow reports on terminations, location changes, promotions, and demotions.~~
- ~~• Creates change requests to track employee movement; coordinates Trains to perform on-site and/or remote, technical duties in support of a variety of information systems and system components that include, 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.~~
- ~~• Trains to research and resolve routine to moderately complex user issues; provides on-site and remote technical duties, which require working and resolving issues independently and escalating and/or working~~



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collaboratively to resolve the more complex technical issues with specialized or higher-level staff and/or the vendor as appropriate.

- ~~• Assists with Time Collection system, Active Directory, and Telecom.~~
- ~~• Issues replacement telecom accessories.~~
- ~~• Tracks IT inventory and maintains user responsibility for IT property.~~
- ~~• Tracks PC, PDA, Phone, and laptop hardware, and software licenses.~~
- ~~• Resets passwords for various systems.~~
- ~~• Creates "How-To" documentation on Microsoft Office, PeopleSoft, and other applications.~~
- ~~• Posts files on the SharePoint-based Intranet.~~
- ~~• Performs a variety of administrative tasks, as assigned.~~
- ~~• Performs related duties as required.~~

MINIMUM QUALIFICATIONS

- ~~• **Knowledge of:** Operating systems and network security fundamentals; technical documentation; familiarity with badge creation installation, connection, and configuration processes; understanding of, and familiarity with basic digital imaging software, databases and database driven software applications; and software licensing of servers and related network-level equipment.~~
- ~~• **Ability to:** Provide strong telephone skills, rapid response, Trains how to install, configure, and test software applications, updates, and upgrades.~~
- ~~• Trains how to maintain and administer network systems.~~
- ~~• Provides basic training for users on various computer systems and applications.~~
- ~~• Trains how to maintain records of software and hardware installed or repaired, and of work performed in assigned areas, and may write or generate work reports.~~
- ~~• Assists on project teams for special information technology projects; adheres to assigned schedules and excellent customer service to customers in contact by telephone, email, and in timetables for projects and systems maintenance, as needed.~~
- ~~• Trains how to provide updates, status, and completion information to staff and/or users via voice mail, e-mail, status reports or in-person; quickly learn and effectively adapt to help desk workflow requirements, be detail oriented and organized; multi-task and prioritize in order of importance, urgency and timeliness; quickly learn the control of communication.~~
- ~~• Assists with equipment moves, changes in departmental software or hardware, network system, and/or operating system changes; and,~~
- ~~• Assists 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 timely service assisting users, on-site and/or remotely; trains to diagnose problems, troubleshoot, and implement remedial actions; researches and determines appropriate solutions and courses of action to resolve issues with hardware, software, security, access controls, and systems issues.~~
- ~~• Trains how to enter 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.~~
- ~~• Trains how to maintain hardware and software inventory.~~
- ~~• Trains how to perform technical support and audio, visual, and computer-related equipment set-up for conferences, meetings, and off-site events.~~



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- Trains in the process for the onboarding of staff, including 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 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 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: Learn to install, maintain, troubleshoot, and resolve issues with networked systems, databases, 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 the 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; establish and maintain cooperative positive working relationships with those contacted in the course of work District personnel using principles of excellent customer service.

Education: Equivalent to an Associate's degree or successful completion of two (2) years of from an accredited college level coursework in Computer Science, or or university with a related analytical major in 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. -Additional relevant years of experience over the minimum may be considered in lieu of the substituted for education requirement on a year-for-year basis.

Experience: Three (3) years of recent and verifiable No experience providing administrative support; which included one (1) year of customer service experience, required.

Desired: Experience in Help Desk functions, and change management processes.

License (s) and Certifications: None.

Physical Requirements:

License & Certification(s):

Physical Requirements: (1) Must maintain the physical condition necessary to: (1) perform tasks in an office setting operating a personal computer, keyboards, and other peripheral equipment; and (2) possess physical mobility in order to move about standard office environment. (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; lift and transport objects weighing up to fifty (50) lbs., pull, climb, crawl, twist, and reach.



Alameda Contra Costa Transit District Classification Specification

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Special Requirements:

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: 11/02/2011, Resolution# 1074 (Res. No.)

Revision Date: 01/11/2011 (Res. No. 1075)