

**CITY OF POMPANO BEACH
CLASS DESCRIPTION**

JOB CODE 165

INFORMATION TECHNOLOGIES ANALYST I

GENERAL

Work is performed under the general supervision of the Information Technologies Supervisor. Technical work in configuring and maintaining Intel-based personal computers and file servers, installing and configuring Microsoft operating systems and application software, trouble shooting, network configurations and end-user training.

EXAMPLES OF ESSENTIAL DUTIES

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Installs and configures Windows-NT and other Microsoft operating systems on workstations and file servers.
- Provides assistance in configuring and maintaining telephone and communication systems.
- Installs and configures application software systems on workstation and file servers.
- Trouble shoots computer and printer hardware problems reported by end users.
- Trouble shoots network hardware problems related to switches, routers, hubs, bridges and adapters.
- Provides end-user training related to basic operation of computer systems.
- Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of Intel-based computer hardware and related peripheral devices.
- Knowledge of Microsoft operating systems and applications
- Ability to configure networking and communications equipment.
- Ability to work alone or as a member of a team.
- Effective oral and written communication ability.
- Ability to configure telephone systems.
- Ability to serve the public and fellow employees with honesty and integrity in full accord with the letter and spirit of all city ethics and conflicts of interest policies. A strong understanding of ethical behavior is required.
- Ability to establish and maintain effective working relationships with the general public, co-workers, city officials and members of diverse cultural and linguistic backgrounds regardless of race, religion, age, sex, disability or political affiliation.
- Ability to maintain regular and punctual attendance.

MINIMUM QUALIFICATIONS

Bachelor's degree in computer science or a related field. Four years of working experience in microcomputer support.

A comparable amount of training and experience may be substituted for the minimum qualifications.

PHYSICAL REQUIREMENTS

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact as normally defined by the ability to see, read, talk, hear, handle or feel objects and controls. Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to a, personal computer, calculator, copier, and fax machine. No significant standing, walking, moving, climbing, carrying, kneeling, crawling,, sitting, standing, pushing, and pulling. Some bending, reaching, carrying, and handling of PC equipment. Occasional lifting of up to 40 pounds.

SPECIAL REQUIREMENTS

Possession of a valid, appropriate driver's license and an acceptable driving record.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

Rev. 3/2015

Bargaining Unit: Bargaining

FLSA: Non-Exempt

Classification: 28/42

Location: Information Technology Department

GERS: Regular Class