

**CITY OF POMPANO BEACH  
CLASS DESCRIPTION**

**JOB CODE 165**

**INFORMATION TECHNOLOGIES ANALYST**

**GENERAL**

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. Work is performed under the general supervision of the Assistant Chief Information Officer.

**EXAMPLES OF ESSENTIAL DUTIES**

*The examples as listed are descriptions of essential functions and are not necessarily all inclusive. The omission of an essential function of work does not preclude management from assigning duties not listed herein. Assigned duties, which are essential function of work not listed herein, are permissible if such functions are a logical assignment to the position.*

- Installs and configures Windows operating systems on workstations and file servers.
- Provides assistance in maintaining telephone and communication systems.
- Installs and configures application software systems on workstations and file servers.
- Trouble shoots computer, phone and printer hardware problems reported by end users.
- Trouble shoots network hardware problems related to switches and routers.
- 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 establish and maintain effective working relationships.
- 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. A minimum of 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 10/17**

**Bargaining Unit:** Bargaining

**FLSA:** Non-Exempt

**Pay Grade/Group:** 28/42

**Location:** IT Department

**GERS: Regular:** Regular Class