CITY of AZTEC
JOB DESCRIPTION

Job Title: Network System Analyst

Department: Information Technology

Shift: 4/10 Monday – Thursday 7:00am – 6:00pm

Pay Plan: Level 14 @ $22.25/HR

Exempt: No

Reports To: Director of Information Technology

General Direction From: Director of Information Technology

Position Closes: **Open Until Filled**

PURPOSE & NATURE OF JOB

Responsible for the operating system and associated subsystems. Provide system-level support of multi-user operating systems, hardware, and software tools, including installation, configuration, maintenance and support of these systems.

The work consists of varied network systems analysis duties. Frequent changes to industry standards and technology updates contribute to the complexity of the position.

The purpose of this position is to manage the City of Aztec network infrastructure. Success in this position results in the provision of a stable and secure internal network that contributes to the efficiency and effectiveness of a variety of city's operation

ESSENTIAL DUTIES

An employee in this class is responsible for the administration and configuration of computer hardware and / or software of microcomputer environment. Work may be in support of areas such as security, applications, internet, operating systems, database, geographic information systems and network administration. Duties may include providing customer support or assistance with more complex work and or trouble shooting basic hardware and / or software problems. Responsibilities may require evening and weekend work in response to needs of the systems being supported or City of Aztec events. Work is performed under general supervision of Information Systems Director.

Information Systems
- Performs in the installation, configuration and maintenance of computer and network systems, ShoreTel VOIP system; city-wide wireless network
- Performs maintenance of software and technical support required from software providers and/ or consultants;
- Implements and manages security systems such as network video recorders, ip camera, Electronic Door Locks;
- Maintains inventory of computer and network systems;

- Ability to prepare and maintain standards, policies, procedures, guidelines and technical manuals;
- Function in the capacity of help desk which includes responding to questions from the users needing assistance; identifies problem source (hardware, software or operator error) and resolves basic problems; refers and discusses problems with supervisor or other designated contacts, as appropriates;
- Performs in the development and management of Library Information Systems, Public Computer Reservation and Print Management System, Digital Resources
- Multi-platforms for digital resources (i.e., E-Books, E-Magazines, Downloadable Audio Books;
- Analyze data and provide results and / or reports for other departments, clients, and / or citizens;

Database Management
- Designs, maintains and teaches other users how to use various databases.

Document Imaging System
- Installation, support, and basic training of city document imaging software

Website Management
- Installation, support, design collaboration of the City of Aztec's websites.

RESPONSIBILITIES

Supervision: N/A

Public Contact: Contacts with city staff and / or managers regarding routine administrative or technical matters.

Budget: Collaborate with IT Director

Other: Coordinate with City of Aztec Information Systems Director, Aztec Public Library Director, and Bloomfield IT Director, SJC Sherriff Office, and Bloomfield Public Library Director.

GENERAL INFORMATION

The duties/responsibilities listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

MINIMUM JOB QUALIFICATIONS / REQUIREMENTS

- Must be able to pass a pre-employment physical and drug screen.
- Must have a valid driver's license.
- May be subject to random drug/alcohol testing as per city policy.

Education: Associate degree in computer related field and 2 years' experience in systems design, database management and/or

The City of Aztec is an Equal Opportunity, Reasonable Accommodation Employee.
Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
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development and related software and hardware preferably in a municipal setting

Experience: VOCATINOAL PREPARATION: Minimum of 2 years' experience and training that would provide the required knowledge and abilities Computer Information Technology Systems experience such as computer programming, systems analysis and design or work with primary responsibility for the configuration of computer hardware and software in a midrange and/or microcomputer environment may be substituted on a year-for-year basis for deficiencies in the stated education.

Professional or technical experience involving he development of databases or applications using business programming products (e.g., Visual Basic, C++, SQL, GIS) may be substituted on a year-for-year basis for deficiencies in the stated education for a maximum of two years.

Knowledge: Knowledge of company supported hardware, software, and operating systems to include configuration and connectivity. Ability to investigate and analyze information and to draw conclusions. Ability to plan, implement, test, and troubleshoot system software. Ability to develop system solutions for operational problems. Knowledge of computer flow charts and of programming logic and code. Ability to determine computer problems and to coordinate hardware and/or software solutions. Ability to communicate technical guidance and instructions to users on the use of PC and/or mainframe applications and systems. Ability to write technical instructions in the use of programs and/or program modifications. Records maintenance skills. Knowledge of computer security procedures and protocol. Knowledge of federal copyright laws as they pertain to the use of computer software. Ability to learn and support new hardware, software, and operating systems. Work with users requires interpersonal skills, acquired through a combination of bachelor's degree and two years of programming and/or system analysis experience

Certificates/Licenses: N/A

Recertification: N/A

Use of Tools and/or Equipment: Must be able to maintain and troubleshoot print/computer management software.

Must be able to maintain and troubleshoot multi-function devices and printers.

Use of computers, relative software programs, computer hardware, patron self-check machine, fax, telephone, digital camera / camcorder, digital projection units, and other multimedia hardware / software as needed.

Use of city vehicle / lift bucket to transport city equipment and on-site support services

WORK ENVIRONMENT

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The Network System Analyst position requires a moderate degree of moment: bending, lifting up to 50 pounds, moving computers back and forth or up and down to service the computer through the back, replacing computer components and peripheral hardware as needed, including scanners, printers, and other devices as needed. The employee can work up to heights of 60 feet above ground.

The employee must possess and maintain a current driver's license and take a Defensive Driving Course provided by City of Aztec.

Hazards: Minimum hazardous working conditions. Minor threat to health and / or safety.
Occasional exposure to electrical equipment, outlets.
Confined Spaces, heavy equipment, construction sites.

Exposures: Duties are normally performed inside. The noise level is conducive to normal city building environment with some harmful sound levels.