ENCINA WASTEWATER AUTHORITY

DATE: December 2023

POSITION TITLE: Information Systems Analyst

DEPARTMENT: Technical Services

REPORTS TO: Information Systems Manager

FLSA STATUS: Non-exempt

POSITION SUMMARY: Under the general supervision and direction of the Information Systems Manager, this is a confidential position and a professional classification that is responsible for effective provisioning, installation/configuration, operation, and maintenance of systems hardware, software, and related infrastructure. This individual participates in managing and developing activities within the Enterprise Resource Planning (ERP) system. The Information Systems Analyst also ensures that system hardware, operating systems, software systems, and related procedures adhere to organizational values enabling staff to meet organizational goals. Secondary functions would include Supervisory Control and Data Acquisition (SCADA) configuration; electrical and instrumentation equipment; process controls; monitoring equipment; and performing other related duties as assigned.

SUPERVISORY DIMENSIONS: None

ESSENTIAL JOB DUTIES:

The following essential job functions are typical for this classification. Incumbents may not perform all the listed job functions and/or may be required to perform additional or different job functions from those set forth below to address business needs and changing business practices.

- Promotes the Authority's Mission, Vision, and Values.

- Perform software and operating system support for network equipment, servers, backup systems, hybrid computing environments, and cloud services.

- Analyze network security and performance issues; identify potential security and utilization or performance issues; design strategies and recommendations to improve security and network performance; and perform network device and server patching, threat assessment, threat monitoring, end-point protection, and incident response.

- Configuration, testing, analyzing, and updates cybersecurity software, networks, networking equipment, servers, server operating systems, firewalls, routers, and storage systems.

- Provide highly advanced professional-level support to departments with highly complex systems and programs including the analysis, evaluation, design, development, and integration, testing of software and hardware programs to support the Agency's database, networking, systems, and business application needs.

- Ensure established IT security procedures and policies are adhered to, correct unsecure IT conditions/practices, and report IT security conditions/concerns to assigned supervisory or managerial staff.

- Design and develop new or enhanced complex systems and applications; analyze user operations and business requirements to design and develop technology solutions; review, evaluate, and recommend current and third-party systems and applications; create or oversee the development of data flow diagrams and other systems documentation to develop program specifications; design optimum system configurations; develop and implement testing plans; ensure system quality assurance; determine whether new programs meet users' business and technology requirements and make adjustments as required; work with vendors to ensure that other instruments and tools interface with appropriate technology system.

- Evaluate network protocols, hardware, and software to determine their applicability to Authority's network needs; evaluate new applications to determine integration with current systems and applications.

- Investigate, analyze, and resolve network-related problems; resolve compatibility problems across systems and networks; troubleshoot complex network failures, router problems, and telecommunications problems; recommend and implement changes and improvements.

- Perform database management, analysis, administration, and maintenance duties; provide support in planning, designing, and implementing databases; design and modify database structures, tables, files, views, and indexes; manage and maintain database and file space allocations; develops methodologies to export and import data within multiple operating environments; plans future storage requirements.

- Ensure database availability to system users; provide and control user access; maintain database security to ensure data integrity; monitor users to ensure compliance with operational and security procedures; monitor database performance; make database tuning changes as required; make recommendations on enhancements to optimize resources; conducts and maintains database system back-ups to ensure timely recovery of data.

- Perform highly complex programming duties; determine methods of integrating new programming code into existing programs to meet user needs.

- Configure, design, and maintain complex telecommunications units and/or peripherals; troubleshoot telecommunications equipment problems to ensure functional operation; and perform repairs as necessary.

- Serve as project manager on assigned information systems projects; analyze client information system needs; recommend solutions and appropriate technology to meet client needs; design project and resource plans and schedules; develop proposals using cost/benefit analyses; evaluate proposed system hardware and software to ensure compatibility with existing systems; oversee the installation and evaluation of software and hardware; control, monitor, and reports budget expenditures; order

materials as needed; direct members of the project team; select and monitor contractors for outside services when required for a project; develop written reports and presentations on project status.

- Perform technical writing duties in the development and production of complex system documentation, instructional, and procedural manuals.

- Identify training issues and coordinate training sessions for client users on assigned systems or applications; develop training schedules; design training manuals; conduct training sessions.

- Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of information technology; research emerging products and enhancements and their applicability to the Authority's needs.

- Provide leadership and guidance to others on assigned programs and/or projects. As a program and/or project leader, may direct, assign, train, monitor and review the work activities of team members; determine work priorities; oversee quality and quantity of work performed and ensures adherence to established procedures by instructing employees; accordingly, is a resource to employees by possessing specialized skills; develop and implement work improvements.

- Perform administrative tasks for the organization as needed.

- Performs related duties as assigned.

Specific types of knowledge, skills and physical abilities required for these duties:

- Ability to establish system specifications by conferring with users; analyzing workflow, access, information, and security requirements; designing system infrastructure.

- Interpersonal phone skills, written and verbal communication skills, strong customer service; the ability to function under general supervision with limited direct instruction working independently with a high level of productivity.

- Ability to perform system monitoring and analysis, and performance tuning; troubleshoot system hardware, software, networks, and operating and system management systems; design and run system load/stress testing; escalate application problems to vendor.

- Knowledge of system access, monitoring, control, and evaluation; establishes and tests disaster recovery policies and procedures; completes back-ups and maintains system documentation.

- Knowledge of Safe, effective, and efficient methods of operating and maintaining specialized tools and computer system testing devices.

- Ability to assist in budget preparation by recommending systems requirements, tools, equipment, contract services, warehouse critical spare parts, and related capital expenditures.

- Ability to requisition parts and materials, contact vendors for pricing of specialized parts and services, and oversee and inspect work performed by outside vendors and contractors.

- Operations, services, and activities of a comprehensive information systems program.

- Highly complex principles, practices, and methods of system design, development, analysis, testing and security administration.

- Methods and techniques of evaluating highly complex systems, identifying business requirements, developing technical requirements, developing information systems solutions, and installing and maintaining network devices including switches, routers, and hubs.

- Methods of advanced programming languages, methods, and techniques including integrated database management applications.

- Methods and techniques of resolving highly complex network system compatibility and integration issues.

- Principles, practices, methods, and techniques of supporting a comprehensive database design, management, administration program, and project management.

- Operational characteristics of a variety of database systems, tools, and utilities.

- Principles and practices of quality assurance, data security, integrity, backup, and recovery processes in assigned systems area.

- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.

- Technical writing and preparing technical documentation.

- Modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet applications.

- English usage, grammar, spelling, vocabulary, and punctuation.

- Techniques for providing guidance and training to less experienced staff.

- Principles and practices of customer services and techniques for effectively communicating with the public, vendors, contractors, and EWA staff.

- Analyze department operations, procedures, and data to identify business requirements, technical requirements and to design and recommend information technology solutions to complex business and systems problems.

- Ability to perform complex systems and applications programming and analysis duties.

- Ability to recommend and implement quality assurance and security procedures for assigned systems.

- Ability to provide advanced-level technical systems support by identifying and resolving problems for highly complex systems and applications.

- Ability to perform database management, administration, and maintenance functions.

- Ability to develop, modify, and evaluate database models and make recommendations to accommodate future data storage needs.

- Ability to prepare clear and concise technical reports and documentation.

- Ability to lead, direct and review the work of project staff.

- Ability to organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.

- Ability to respond to 24-hour call-ins, work varying hours, weekends, holidays and days off.

- Proficient in computer fundamentals and Microsoft Office applications (i.e., Excel, Word, PowerPoint, Teams, Outlook), and Authority's requisition, employee self-service, and CMMS programs.

- May be required to move heavy objects, lift, bend, reach, and climb.

- Proficient in structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

- Ability to establish and maintain cooperative working relationships to foster a team approach.

- Ability to use tact, initiative, prudence, and independent judgement with general policy, procedural, and legal guidelines.

- Ability to drives Authority vehicles.

EDUCATION REQUIREMENT: An associate degree in Information Systems or equivalent experience (min 2 years), Computer Engineering, Electrical Engineering, or a closely related field of study from an accredited college or university.

EXPERIENCE REQUIREMENT: Two (2) years of progressively responsible experience in the maintenance and operation functions associated with Information Technology systems or closely related field. Experience with Windows Administration (Client/Server), Microsoft Azure, Microsoft O365, Microsoft SharePoint, Microsoft Teams, Cisco Certification, cybersecurity, Munis, and VMWare is highly preferred.

LICENSE REQUIREMENT: Possession of a valid California Class C Driver's License and ability to be insured under the Authority's automobile insurance coverage. Note: Failure to maintain a valid California Driver's License constitutes possible cause for termination.

CERTIFICATION REQUIREMENT: Microsoft Certified Systems Engineer (MCSE) or similar computer certification is desired but not required.

PHYSICAL AND MENTAL DEMANDS:

Physical Demands

While performing the duties of this position, the employee is regularly required to walk; talk or hear by telephone and in person; sit; smell; use hands and fingers to handle, feel or operate objects, tools, or controls; reach and lift with hands or arms. The employee may be required to lift/move objects weighing approximately fifty (50) pounds. Specific vision abilities required by this job include close vision, distance vision, the ability to distinguish colors and shades, depth perception, and the ability to adjust focus.

Mental Demands

While performing the duties of this position, employees are regularly required to use oral and written communication skills, read documents or instructions; analyze and solve problems; observe and interpret data or information; use mathematical reasoning; learn and apply new information or skills; perform detailed work; work under changing intensive deadlines with constant interruptions; and perform multiple concurrent tasks.

WORK ENVIRONMENT: While performing the duties of the job, the employee may be exposed to toxic or hazardous chemicals. The noise level in the work environment is quiet to loud. Hearing protection is required in some work areas.

RESPIRATORY PROTECTION POLICY/PROGRAM REQUIREMENT: This position must comply with the Authority's Respiratory Protection Policy & Procedures, which requires the use of respirators when conducting specific tasks.

QUALIFICATIONS: Possession of a good driving record and the ability to be insured by the Authority's insurance carrier, and the ability to read, write, speak, and comprehend English.

RIGHT TO WORK REQUIREMENT: Documentation of eligibility to work in the U.S. will be required as a condition of employment.

The Encina Wastewater Authority does not discriminate against any applicant for employment on the basis of age, race, color, sex, ancestry, national origin, pregnancy, marital status, sexual orientation, sexual identity, religion, military status, medical condition, mental disability, or physical disability. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions.

The list of essential job duties contained in this job description is not exhaustive and may be supplemented as necessary. This position performs other related duties as assigned, some of which may become essential to the position.

Any offer of employment for this position is contingent upon receipt of acceptable results from a background investigation, physical examination, and drug screen.