



THE METROPOLITAN WATER DISTRICT
OF SOUTHERN CALIFORNIA

INFORMATION TECHNOLOGY SUPPORT ANALYST II

Group-Section: Business Technology Group	FLSA Status: Non-Exempt Bargaining Unit: AFSCME	Salary Grade: 42 Job #: XA32A
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JOB SUMMARY

This is the intermediate level position performing Information Technology Support Analyst II job duties.

DISTINGUISHING CHARACTERISTICS

Positions at this level apply basic skills while developing specialized skills in procedures, operations, techniques, tools, materials and equipment appropriate to area of specialization to support, install, and operate Information Technology systems for the enterprise; work assignments are routine in nature, requiring limited judgment and decision making. Performs day-to-day operations of equipment and systems. Interacts with all end users. Coordinates with other information technology disciplines. The work consists of duties that involve related steps, processes, or methods.

OVERSIGHT

Supervision Received: The supervisor provides continuing or individual assignments by indicating generally what is to be done, limitations, quality and quantity expected, deadlines, and priority of assignments. The supervisor provides additional, specific instructions for new, difficult, or unusual assignments including suggested work methods or advice on source material available. The employee uses initiative in carrying out recurring assignments independently without specific instruction, but refers deviations, problems, and unfamiliar situations not covered by instructions to the supervisor for decision or help. The supervisor assures that finished work and methods used are technically accurate and in compliance with instructions or established procedures. Review of the work increases with more difficult assignments if the employee has not previously performed similar assignments.

Supervision Given: None

JOB DUTIES

GENERAL

1. Troubleshoots, monitors, and supports software and hardware; provides technical assistance to customers.
2. Responds to requests regarding database, utilities, hardware, software, and system operation.
3. Receives customer requests, provides technical support, develops solutions, and verifies results.
4. Assists with creating information technology related documentation and may provide user training.
5. Assists in systems planning, analysis and recommending enhanced business solutions.
6. Assists in design, analysis, evaluation, testing, and implementation of solutions.
7. Performs other related Support Analyst job duties as required.

INFORMATION SECURITY SUPPORT

1. Assists and responds to customers with system security related requests.
2. Reviews, adds, modifies, or deletes access controls for data, systems, and applications.
3. Installs and supports security related software and hardware on users systems.
4. Performs moves, adds, and changes of access controls in systems and applications.
5. Monitors software and hardware to provide technical security support to system users.
6. Assists with creating information technology related documentation and providing user training for security requests.
7. Assists in creating roles and responsibilities, runs security assessments, and audits; may provide reports and analysis.

HELP DESK SUPPORT

1. Responds to customer requests to resolve software and hardware issues; and escalates unresolved issues.
2. Documents service requests, services provided, and solutions.
3. Remotely troubleshoots and installs software.

TECHNICAL ASSISTANCE CENTER SUPPORT

1. Assists with providing support for laptops, mobile handheld devices, and peripheral equipment.
2. Assists in preparation of presentations, reports, publications, and checks for compliance with internal standards.
3. Assists with researching, evaluating, testing, and demonstrating new hardware and software for executive management and Board.
4. Assists customers with creation of graphic designs and presentations.
5. Assists with developing procedural documentation and web pages.
6. Installs software, troubleshoots installation issues, and trains customers on usage.

DESKTOP/MOBILE SUPPORT

1. Provides support and resolutions on hardware issues related to the functionality of laptop, desktop, mobile and peripheral devices; documents the resolution to issues reported by customers.
2. Provides support and resolutions on software issues and documents the resolution to issues reported by customers.
3. Installs and configures personal computer base image software; learns to install and configure specialty software.

4. Updates asset tracking system to reflect the location of all equipment installed or moved.
5. Follows up on all requests to ensure quality control is met.

VOICE SUPPORT

1. Assists in responding to customers with voice system related requests.
2. Programs voice systems hardware and software applications.
3. Monitors and analyzes voice hardware and software and provides technical support to system users.
4. Reviews, verifies, and processes voice billing through call detail reporting.
5. Monitors and maintains telecommunications circuit database.

INFORMATON TECHNOLOGY OPERATIONS SUPPORT

1. Monitors and operates Metropolitan's Data Centers.
2. Performs nightly backups and executes off-hour processing.
3. Runs programs, reports, and handles special requests.
4. Executes enterprise-wide batch jobs.
5. Prepares data and media for off-site storage and retrieval; may perform data recovery.
6. Provides operations support for remote Disaster Recovery Data Center.
7. Performs destruction of tapes and disks using appropriate equipment.

EMPLOYMENT STANDARDS

MINIMUM QUALIFICATIONS

Education and Experience: Bachelor's degree from an accredited college or university in a related field and two years of relevant experience.

General Required Knowledge of: Principles and practices of information technology and operations; operational characteristics of various computer systems, word processing, spreadsheets, and other software applications; principles of hardware and software installation and current office procedures; Information Technology practices and standards and disaster recovery practices; and current office technology and equipment.

Information Security Required Knowledge of: Security standards for user access, separation of duties and practices for securing applications and systems; directory and server access requirements; layered security methods; security methods for operating systems; security environments and requirements for applications; continuous monitoring and risk assessment; networking background, dumps, traces, routing, filtering and proxy technologies; operating system security and administration; and incident response.

Help Desk Required Knowledge of: Hardware, networking and software support techniques, operations and usage, and standard features and functions of latest personal computer operating system; office productivity suite; and operations of laptops, projectors, digital cameras, video cameras, and mobile devices.

Technical Assistance Center Required Knowledge of: Hardware, networking and software support techniques, operations and usage, and standard features and functions of latest personal computer operating system; office productivity suite; and operations of laptops, projectors, digital cameras, video cameras, and mobile devices.

Desktop/Mobile Support Required Knowledge of: Hardware, networking and software support techniques; hardware, networking and software operations and usage; hardware and software installation and removal; standard features and functions of latest personal computer operating system; safe handling of personal computer related electronics and device components; which components within desktops, laptops, mobile devices and peripheral devices are serviceable; appropriate use of asset tracking and service ticket tracking applications; and malware operations.

Voice Support Required Knowledge of: Voice systems hardware, software applications, voice billing and reporting, and telecommunications circuits.

Operations Support Required Knowledge of: Data center operations, server operating systems and hardware, system monitoring, backup management software, offsite storage management.

General Required Skills and Abilities to: Provide technical support for Information Technology disciplines; configure, test, and implement system applications; diagnose, document and resolve computer technology problems; provide assistance for cross platform software and hardware installations; test and validate support tasks are functioning when completed; respond to requests and inquiries from system users; analyze requests and provide customer assistance for resolutions; maintain confidentiality for proprietary and personal information; problem solve; prioritize and multi-task; communicate clearly and concisely, both verbally and in writing; establish and maintain effective working relationships with those contacted in the course of work; work independently and in a team environment; and operate current office equipment including computers and supporting applications.

Information Security Required Skills and Abilities to: Create employee access to approved applications and systems using current standard means of directory services and access controls; and understand security reporting mechanisms from current tools and techniques.

Desktop/Mobile Support Required Skills and Abilities to: Interact with end-users and other technical service providers to resolve service requests; install and uninstall software; connect, install and uninstall personal computer and peripheral hardware components; allocate time and resources to resolve multiple tickets at the same time; learn and apply new processes and technologies; and recognize and remove malware.

Voice Support Required Skills and Abilities to: Monitor and program voice hardware and software applications; and analyze voice billing and maintain telecommunications circuits.

Operations Support Required Skills and Abilities to: Perform system backups and execute batch processing; monitor and operate a data center; and prepare offsite storage media and retrieval.

CERTIFICATIONS, LICENSES, AND REGISTRATION REQUIREMENTS

Employees in this position may be required to obtain and maintain the following certifications, licensing and registrations:

Certificates

- National Help Desk Certification

Licenses

- Valid California Class C Driver License that allows you to drive in the course of your employment

Registrations

- None

PHYSICAL DEMANDS, WORK ENVIRONMENT, AND VISION REQUIREMENTS

The physical demands and work environment characteristics described here are representative of those that must be met or may be encountered by an employee to successfully perform the job duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the job duties.

Physical Demands: The work requires some physical exertion such as long periods of standing; walking over rough, uneven, or rocky surfaces; recurring bending, crouching, stooping, stretching, reaching, or similar activities; recurring lifting of moderately heavy items such as personal computers and record boxes. The work may require specific, but common, physical characteristics and abilities such as above-average agility and dexterity.

Work Environment: The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or commercial vehicles, e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc. The work area is adequately lighted, heated, and ventilated.

Vision Requirements: No special vision requirements.