



THE METROPOLITAN WATER DISTRICT
OF SOUTHERN CALIFORNIA

INFORMATION TECHNOLOGY SUPPORT ANALYST III

Group-Section: Business Technology Group	FLSA Status: Non-Exempt Bargaining Unit: AFSCME	Salary Grade: 47 Job #: XA33A
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JOB SUMMARY

This is the journey level position performing Information Technology Support Analyst III job duties.

DISTINGUISHING CHARACTERISTICS

Positions at this level are fully competent and apply the full range of specialized skills and job knowledge in area of specialization; adapts procedures, operations, techniques, tools, materials, and/or equipment to meet needs of area of specialization to install and maintain software and hardware using information technology design methodology. Uses judgment in interpreting and adapting guidelines such as policies, regulations, precedents, and work directions for application to specific cases or problems. The decision regarding what needs to be done depends upon the analysis of the subject, phase, or issues involved in each assignment, and the chosen course of action may have to be selected from many alternatives. The work involves treating a variety of conventional problems, questions, or situations in conformance with established criteria and coordinates with other information technology disciplines.

OVERSIGHT

Supervision Received: The supervisor makes assignments by defining objectives, priorities, and deadlines; and assists employee with unusual situations that do not have clear precedents. The employee plans and carries out the successive steps and handles problems and deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices in the occupation. Completed work is usually evaluated for technical soundness, appropriateness, and conformity to policy and requirements. The methods used in arriving at the end results are not usually reviewed in detail.

Supervision Given: May act as a lead. May coordinate and review work assignments of employees performing the same general work as the lead on a day-to-day basis. Responsibilities may involve solving problems and providing instructions on work procedures.

JOB DUTIES

GENERAL

1. Troubleshoots and resolves problems and maintains information technology systems.
2. Monitors systems availability, functionality and integrity.
3. Integrates hardware and software components.
4. Participates in the testing and analysis of new software and hardware and makes recommendations.
5. Applies updates, fixes, and enhancements.
6. Develops and documents standards and procedures related to daily operations.

7. Defines, designs, evaluates, analyzes, tests, debugs, and implements systems, programs, and solutions in support of various functional areas.
8. Identifies and provides recommendations for project development and implementation. May perform project related duties.
9. Creates information technology related documentation and provides user training.
10. Participates in development of standard operating procedures and makes recommendations.
11. Participates in analysis, installation, acquisition, modification, and support of operating systems, database or utilities software and hardware.
12. Trains customers on operations of technologies related to requests.
13. Performs other related Support Analyst job duties as required.

INFORMATION SECURITY SUPPORT

1. Performs technical security analysis and assists with designing data access planning.
2. Coordinates with users to determine security requirements.
3. Creates information security roles and responsibilities.
4. Monitors and analyzes software and hardware to provide security support to system users.
5. Conducts information security analysis of automated and ad hoc reporting systems for information technology management.

HELP DESK SUPPORT

1. Research past events to identify resolutions for new requests.
2. Troubleshoots specialized software installations issues.

TECHNICAL ASSISTANCE CENTER SUPPORT

1. Supports laptops, mobile handheld devices, and peripheral equipment.
2. Researches, evaluates, tests, demonstrates, and recommends new hardware and software for executive management and Board.
3. Develops procedural documentation and web pages.

DESKTOP/MOBILE SUPPORT

1. Provides on-site 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 on-site support and resolutions on software issues and documents the resolution to issues reported by customers.
3. Installs and configures specialty software and hardware.

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VOICE SUPPORT

1. Responds to customer requests to define and implement voice system requirements.
2. Monitors and analyzes voice hardware and software and provides technical support to system users.
3. Performs voice traffic analysis.
4. Performs voicemail administration.
5. Acquires voice system services.

INFORMATION TECHNOLOGY OPERATIONS SUPPORT

1. Oversees, monitors, and operates Metropolitan's Data Centers.
2. Develops and maintains Data Center policies and procedures.
3. Plans and coordinates the offsite storage of data and media.
4. Schedules and coordinates enterprise-wide batch jobs.
5. Runs programs, reports, and handles special requests.

EMPLOYMENT STANDARDS

MINIMUM QUALIFICATIONS

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

General Required Knowledge of: Principles, practices, and procedures of Information Technology disciplines; operational characteristics of various computer systems; applications, and peripheral equipment; principles and practices of system testing, analysis and security administration; principles of data management and integrity; methods and techniques used to develop, test and implement designed user systems; principles of hardware and software configuration, database and network administration; and current office procedures; 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; incident response; and networking background, experience with dumps, traces, routing, filtering and proxy technologies.

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.

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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.

Desktop and Mobile Required Knowledge of: Personal computer hardware, networking, and software support techniques; hardware, networking and software operations and usage; hardware and software installation and removal; 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; malware operations; and personal computer relevant wireless technologies.

Voice Support Required Knowledge of: Voice systems hardware, software applications, voice billing and reporting, and telecommunications circuits; voicemail administration; and traffic analysis.

Information Technology Operations Support Required Knowledge of: Data center operations, server operating systems and hardware, system monitoring, backup management software, offsite storage management, job scheduling software, and data center facility management; and principles of data center policies and procedures.

General Required Skills and Abilities to: Perform systems analysis and network administration duties; connect, operate and maintain peripheral equipment; design, configure and test system software; respond to requests and inquiries from end system user; train end users in technical information related to requests; maintain confidentiality for proprietary and personal information; use independent judgment and exercise discretion; 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 and Mobile 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; recognize and remove malware; input into service tickets for documentation and knowledge capture purposes; and troubleshoot and resolve problems with minimum to no support from other support providers.

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

Information Technology Operations Support Required Skills and Abilities to: Perform system backups and execute batch processing; monitor and operate a data center; prepare offsite storage media and retrieval; oversee data center environmental equipment; and develop and maintain data center policies and procedures.

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
- Valid Certified Information Systems Security Professional (CISSP) – For the Information Security Support Analyst III

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.