

ORGANIZATION:	City of Sherwood	DATE: 2014
LOCATION:	Sherwood, Oregon	
DEPARTMENT:	Administration	
FLSA STATUS:	Exempt	
JOB TITLE:	Senior IT Analyst - Pay Group D	

PURPOSE OF POSITION:

This position is responsible for overseeing and maintaining the City's Information Systems, including but not limited to planning, deploying, configuring, maintaining and providing technical support. Day-to-day 24/7 operations and maintenance of the City's information system. Support to users, coordinating with vendors, troubleshooting application issues and making appropriate changes and modifications to support business needs.

ESSENTIAL JOB FUNCTIONS:

Responsible for the day-to-day 24/7 operations and maintenance of the City's information systems.

Lead the analysis on current and future systems to ensure proper functioning, security, efficiency and performance. Analyze, plan, deploy and document future systems and upgrades.

Lead and coordinate the work of a project team; guide and formulate project needs and requirements; manage and complete projects within specific time and budget requirements and constraints.

Modify and adjust existing and future City data processing systems for best business practices. Make recommendations for the redesign and/or purchase of new systems. Create departmental reports and assist users in creating reports for all business units.

Maintain data integrity with backup, archive and recovery processes; prepare and maintain procedures for disaster recovery perform database file restoration, prepare application security reports.

Assist other IT staff with projects. Perform end user support on the various systems the IT Department is responsible for.

Maintain accurate and timely documentation on City Systems including but not limited to; installation; configuration; maintenance and operation.

Create and conduct end user training on new and existing systems. Prepare training aids and user manuals. Provide excellence in internal and external customer service. Create a positive experience for customers through professional and courteous behavior and creative problem solving techniques. Report writing.

May perform other duties as assigned.

Maintain cooperative working relationships with City staff, other organizations and the general public.

Follow all safety rules and procedures for work areas.

AUXILIARY JOB FUNCTIONS:

Provide assistance to other staff as workload and staffing levels dictate. Maintain proficiency by attending training and meetings, reading materials, and meeting with others in areas of responsibility. Maintain work areas in a clean and orderly manner.

Lead or participate on cross-functional project teams identified to design and implement business solutions. Assist IT Director with management of tasks as needed. Work in a rotating on-call basis and be available to respond to system issues and outages as necessary. May be asked to work on tasks related to the City's broadband utility, Sherwood Broadband.

JOB QUALIFICATION REQUIREMENTS:

MANDATORY REQUIREMENTS: Broad knowledge of business principals, practices, theories and methods, comprehensive understanding of IT systems including database systems, server virtualization, storage area networks, network switching and routing, systems analysis and design, PC applications software, and business processes. Must have experience developing and implementing Information Technology processes that bring efficiency to IT operations. Must have strong business and analytical skills in the areas of systems, design, best business practices, efficiency and troubleshooting. Equivalent to a four-year University education in computer science, public administration or business administration, and over five years experience, or any satisfactory combination of experience and training which demonstrates the knowledge, skills and abilities to perform the above duties.

SPECIAL REQUIREMENTS/LICENSES: Ability to maintain confidentiality.

DESIRABLE REQUIREMENTS: Advanced experience with Microsoft SQL and Sharepoint, NetApp SAN's, VMWare Virtualization, Network Administration.

PHYSICAL DEMANDS OF POSITION:

While performing the duties of this position, the employee is frequently required to sit, stand, bend, kneel, stoop, communicate, reach and manipulate objects. The position requires mobility. Duties involve moving materials weighing up to 0 pounds on a regular basis such as files, books, office equipment, etc., and may infrequently require moving materials weighing up to 50 pounds. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as computer keyboard, calculator, and standard office equipment.

WORKING CONDITIONS:

Usual office working conditions. The noise level in the work area is typical of most office environments with telephones, personal interruptions, and background noises.

SUPERVISORY RESPONSIBILITIES:

Supervision is not a typical function assigned to this position. May provide training and orientation to volunteers, students and newly assigned personnel on site policies and practices.

SUPERVISION RECEIVED:

Works under the general supervision of the IT Director.