



THE METROPOLITAN WATER DISTRICT
OF SOUTHERN CALIFORNIA

INFORMATION TECHNOLOGY ANALYST II

Group-Section: Corporate Resources Group	FLSA Status: Non-Exempt Bargaining Unit: ACE	Salary Grade: 42 Job Code#: YC12
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JOB SUMMARY

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

DISTINGUISHING CHARACTERISTICS

Positions at this level are provided established procedures for doing the work and a number of specific guidelines are available. The number and similarity of guidelines and work situations requires the employee to use judgment in locating and selecting the most appropriate guidelines, references, and procedures for application, and in making minor deviations to adapt the guidelines in specific cases. At this level, the employee may also determine which of several established alternatives to use. Situations to which the existing guidelines cannot be applied or significant proposed deviations from the guidelines are referred. The work consists of duties that involve related steps, processes, or methods. The decision regarding what needs to be done involves various choices requiring the employee to recognize the existence of and differences among a few easily recognizable situations. Actions to be taken or responses to be made differ in such things as the source of information, the kind of transactions or entries, or other differences of a factual nature. The work involves the execution of specific rules, regulations, or procedures and typically comprises a complete segment of an assignment or project of broader scope.

OVERSIGHT

Supervision Received: Receives direction from the Team, Unit, Section, Assistant Group, or Group Manager.

Supervision Given: None

JOB DUTIES

1. Installs and maintains application software; and provides technical assistance to system users in accordance with applicable information systems policies, procedures, methods and techniques.
2. Develops, installs and maintains software applications; troubleshoots and rectifies computer system problems; evaluates new software/hardware and recommends changes as needed.
3. Participates in the evaluation and testing of system upgrades; installs or upgrades software applications; troubleshoots software related problems.
4. Responds to requests from users regarding system operations; provides solutions to operations procedures; and refers users to appropriate staff members.

5. Provides user training for applicable software applications; develops user training manuals and written standards and procedures; updates and maintains user and training manuals as needed.
6. Assists in developing reports for various software systems; prepares a variety of accurate technical reports on operations and activities.
7. Assists in training less experienced staff; provides information and guidance on applicable policies, procedures, methods and techniques; responds to questions and assists in reviewing work products.
8. Attends and participates in professional group meetings; stays abreast of new trends and innovations.
9. Performs other related job duties as required.

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; or two years as a MWD Analyst I level in the related field (effective through June 2015).

Required Knowledge of: Principles and practices of computer programming; operational characteristics of various computer systems and applications; word processing, spreadsheets and other software applications; principles and practices of system security; methods and techniques used to develop, test and implement software applications; principles of hardware and software configuration; current office procedures.

Required Skills and Abilities to: Provide technical computer programming and system support; program, test, and implement system applications; diagnose and resolve computer application problems; provide user assistance for various software applications; develop, test and implement systems; respond to requests and inquiries from system user; operate office equipment; communicate clearly and concisely, both orally and in writing; establish and maintain collaborative working relationships with all levels within the organization, other agencies, regulatory agencies, special interest groups and the public.

Certificates, Licenses and Registrations Requirements:

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

Desirables Qualifications

None

PHYSICAL DEMANDS/WORK ENVIRONMENT/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 essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Job Title: Information Technology Analyst II

Job Code: YC12

Adopted: 10/27/08

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Page: 2

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 involves moderate risks or discomforts that require special safety precautions, e.g., working around moving parts, carts, or machines, or irritant chemicals; etc. Employees may be required to use protective clothing or gear such as masks, gowns, coats, boots, goggles, gloves, or shields.

Vision Requirements: No special vision requirements.

This classification performs work that requires maintaining confidentiality and is routinely privy to matters that either involves confidential information, sensitive personnel issues, or exposure to confidential and sensitive strategic corporate information.