



THE METROPOLITAN WATER DISTRICT  
OF SOUTHERN CALIFORNIA

## SENIOR INFORMATION TECHNOLOGY SUPPORT ANALYST

<b>Group-Section:</b> Business Technology Group	<b>FLSA Status:</b> Non-Exempt <b>Bargaining Unit:</b> AFSCME	<b>Salary Grade:</b> 51 <b>Job #:</b> XA34A
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### JOB SUMMARY

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

### DISTINGUISHING CHARACTERISTICS

Positions at this level are recognized as technical specialist using initiative and resourcefulness in deviating from traditional methods or researching trends and patterns to develop new methods, criteria, or proposed new policies. Decisions regarding what needs to be done includes interpreting data, planning of the work, or refining the methods and techniques to be used. The work involves assessing service effectiveness or analyzing a variety of unusual conditions, problems, or questions. The work product or service may affect activities or other operations.

### OVERSIGHT

**Supervision Received:** The supervisor sets the overall objectives and resources available. The employee and supervisor, in consultation, develop the deadlines, projects, and work to be done. At this level, the employee, having developed expertise in the line of work, is responsible for planning and carrying out the assignment; resolving most of the conflicts that arise; coordinating the work with others as necessary; and interpreting policy on own initiative in terms of established objectives. In some assignments, the employee also determines the approach to be taken and the methodology to be used. The employee keeps the supervisor informed of progress, potentially controversial matters, or far-reaching implications. Completed work is reviewed only from an overall standpoint in terms of feasibility, compatibility with other work, or effectiveness in meeting requirements or expected results.

**Supervision Given:** Acts as a lead. Coordinates and reviews 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

#### HELP DESK SUPPORT

1. Oversees problem ticketing service request system.
2. Assists with developing help desk and escalation procedures.
3. Provides metrics and reports.
4. Monitors requests and escalates issues for problem resolution.
5. Performs other related Information Technology Support Analyst 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 six years of relevant experience.

**General Required Knowledge of:** Current office technology and equipment.

**Help Desk Required Knowledge of:** Software licensing compliance; help desk application software; hardware, networking and software support techniques, operations and usage, and standard features and functions of latest personal computer operating system; office productivity suite; and advanced operations of laptops, projectors, digital cameras, video cameras, and mobile devices.

**General Required Skills and Abilities to:** 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; lead and train; and operate current office equipment including computers and supporting applications.

### **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.

Job Title: Senior Information Technology Support Analyst

Job Code: XA34A

Adopted: 03/11/13

Revised: 09/10/17

Supersedes: 03/11/13

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**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.