SENIOR TECHNICAL SUPPORT ANALYST

Purpose:

To actively support and uphold the City's stated mission and values. To perform a variety of complex technical duties in the planning, design and implementation of computer and/or network systems; to provide system analysis and technical assistance to all level of computer support personnel; maintain network security; and to create plans to prevent and correct system malfunctions.

Supervision Received and Exercised:

Receives direction from the Information Technology Manager or from other supervisory or management staff.

Directs and schedules staff activities required to implement new systems hardware and software.

Essential Functions:

Duties may include, but are not limited to, the following:

- Assist in the design, operation, installation and maintenance of the computer infrastructure; provide technical assistance to the Business Analysts in coordinating projects and resources related to the support staff and network infrastructure.

- Manage technical projects including planning, monitoring, and preparing technical specifications for bids and purchase requests.

- Evaluate the performance of the City network resources including infrastructure security, computer systems, Network Operating Systems (NOS), virtual environment, storage-area networks, or application performance. Analyze problems and develop solutions to operational problems using various tools; diagnose and repair equipment in the event of a hardware or software malfunction.

- Contact computer vendor for assistance in the event of a major system malfunction, including hardware, network, or operational system software failures.

- Install, recommend, and modify hardware, NOS, network services, or networking components for the City computer infrastructure; perform hardware and software upgrades.

- Provide technical assistance to staff in all departments regarding computer difficulties; analyze departmental problems and recommend solutions to meet operational needs; help train staff in the use of City network services.

- Research long-range needs of the City network services; read computer related publications and journals to keep abreast of technological advancements.

- Assist in maintaining interoperability between City core network services including electronic mail, file transfers, file and print services, and business continuity; maintain HP3000, HP9000, Microsoft, Linux, or VMware NOS services.

- Assist in maintaining and evaluating the security of computer data and information; make modifications to security system.

- Participate in the overall planning and design of enterprise security.

- Assist Information Technology Manager with budgeting, procurement, and asset management.

- Perform related duties as assigned.

Minimum Qualifications:

Experience:

Minimum of five years of systems management experience with any three of the following technologies; Mainframe systems, Minicomputer systems, Network Operating Systems (MPE, HPUX, or Microsoft), network security, data storage technologies, server and/or desktop virtualization, database applications (Oracle, Microsoft SQL Server or Microsoft Access).

Education:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in computer science or a degree related to the core functions of this position.

Licenses/Certifications:
Possession of a valid administrator level certification in one of the following industry recognized Network Operating system programs: Microsoft technologies, UNIX, Linux

Revised January 1998
Revised July 2003 (MQ change)
Revised February 2005 (IT Security Assignment)
Revised January 2008 (Certification Req'd)
Revised Feb 2011 (Driver's license requirement)
Revised December 2012 (duties updated)

or VMware virtualization technology. Additional industry recognized certification in any one of the following enterprise technologies: security, core operating system, storage, virtualization, networking, or other current technology programs leveraged at the City of Tempe.
Requires the possession of a valid driver's license.

Examples of Physical and/or Mental Activities:

- Lift heavy objects including Installing server and other hardware components into computer racks (up to 40 pounds).
- Operate city vehicles to attend meetings, move equipment, and retrieve computer backup tapes.
- Use basic tools such as wrench and screwdriver to install/secure computer hardware into mounting racks.
- Work in a stationary position for considerable periods of time which includes sitting in an office cubical with a computer workstation.
- Operate computers, calculators and other office equipment including multiple computer workstations and servers.
- Extensive reading and close vision work including reading computer monitor to maintain server infrastructure and computer operations manuals.
- May require working extended hours in order to resolve computer issues and restore computer service outages.

Competencies:

(Pending)

Job Code: 395

Status: Exempt / Classified