



City of Pacifica

INFORMATION SYSTEMS AND TECHNOLOGY ANALYST

DEFINITION

Under general supervision, perform a variety of routine and complex duties in support of City-wide information systems, security, and technology operations. Perform systems administration, troubleshoot problems, and ensure data integrity; trains and assists end users in using new applications and systems.

DISTINGUISHING CHARACTERISTICS

This is a professional level position that requires significant administrative, analytical, and technical skills. This position serves as a technical leader, providing complex analytical support.

SUPERVISION RECEIVED/ EXERCISED

Receive general supervision from higher-level management. May provide direction to support staff and oversee part-time staff and/or volunteers.

ESSENTIAL FUNCTIONS – INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING:

- Install, configure, maintain, troubleshoot, and monitor physical and virtual network and server infrastructure including hardware, software, real-time monitoring tools, peripherals, and devices ensuring effective performance and proper integration of components and systems with existing architecture; assist in infrastructure changes and upgrades to limit interrupted services.
- Administer automated deployment of software and updates over the network.
- Monitor and maintain security control of City network and server infrastructure; configure and monitor security features and firewall rules; verify and ensure proper user accessibility; identify and address vulnerabilities; research, recommend, and apply security updates as needed.
- Monitor disaster recovery and backup processes and schedules; verify that backups are successful and data can be recovered.
- Ensure database security by preparing access and control policies and procedures and reviewing permissions on a regular basis.
- Install, configure, maintain, troubleshoot, and monitor City-wide telecommunications systems including voice and data communications infrastructure and equipment; set up and maintain user accounts, access groups, extensions, and voicemail boxes; troubleshoot system-wide outages.
- Work on systems and infrastructure conversion, installation, and maintenance projects, including planning, organizing, and defining project requirements, methods, and end objectives in consultation with end users; coordinate project activities with IT Manager and IT staff, end users, and vendors.
- Maintain information on scheduled systems maintenance, including upgrades and outages.

- Respond to and resolve users' inquiries and complaints and escalate problems or issues to vendor representatives as needed.
- Stay abreast of new trends and innovations in technology related to systems, network, server, and telecommunications; research, recommend, and evaluate vendor solutions and technologies; implement improvements upon approval.
- Perform related duties and responsibilities as required and other duties as assigned.

Serve as a Disaster Service Worker, as required.

QUALIFICATIONS:

Knowledge of:

- Principles, practices, and techniques of public administration, including the operations and functions of municipal government.
- Modern principles and practices of installing, configuring, maintaining, troubleshooting, and monitoring application, network, server, and telecommunications systems and infrastructure.
- Detailed knowledge of Microsoft Windows Server operating systems, Microsoft Exchange Server, and Microsoft Office 365.
- Physical and virtual network and server infrastructure including hardware, software, real-time monitoring tools, peripherals, and devices.
- Knowledge of VMware and Hyper-V virtualization software.
- Principles and practices of information security, including cybersecurity protocols and applications
- Principles and practices of project cycles and vendor relationship management.
- Various information technology platforms, operating systems, and software packages including word processing, spreadsheet, SQL database and database management, and reporting tools.
- I-cloud computing/cloud solutions
- Principles of relational database management and systems integration.
- Principles and practices used in the installation, evaluation, configuration, operation, troubleshooting, and maintenance of computer hardware, software, and other related technologies and equipment.
- Techniques and methods of writing and maintaining user and technical operating instructions and documentation.
- The organization, operation, and functions of the department as necessary to assume assigned responsibilities.
- Recent and on-going developments, current literature, and sources of information related to assigned programs.
- Modern office practices, methods, and computer equipment and applications related to the work.
- Techniques for providing a high level of customer service
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.

Skill/Ability to

- Devise effective and efficient operation methods or procedures.
- Identify opportunities for process improvement and make recommendations to enhance governmental operations.
- Configure, integrate, and maintain assigned application(s) to meet business needs with or without vendor support.
- Install, configure, maintain, troubleshoot, and monitor physical and virtual network, server,

and telecommunications infrastructure and systems.

- Participate in design sessions and process improvement sessions to identify business and user needs and discuss application capabilities and design modifications needed for improvement.
- Participate in system and infrastructure development, enhancement, and maintenance projects.
- Identify, research, and recommend cost-effective technical system and infrastructure improvements.
- Perform a variety of technical support functions in the installation, evaluation, configuration, operation, troubleshooting, and maintenance of computer hardware, software, servers, network and data communication, mobile, audiovisual, web-based applications, and other related technologies and equipment.
- Prepare clear and concise technical documentation, user procedures, reports of work performed, and other written materials.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, rules, and regulations.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Communicate effectively in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Make sound decisions.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Take a proactive approach to customer service issues and hold others within the department accountable for this effort.
- Maintain confidentiality regarding sensitive information.
- Travel to different sites and locations.
- Communicate clearly and concisely, both verbally and in writing, which includes preparing and presenting clear, well-organized, and concise reports.
- Establish and maintain cooperative and effective working relationships with those contacted in the course of work.
- Work in a safe manner following industry best practices and the City's safety practices and procedures.
- Work evenings and weekends and respond off-hours to various emergency situations.
Serve as a Disaster Service Worker.

Experience and Training Guidelines:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Experience:

Three (3) years of increasingly responsible information systems and technology programming, computer operations, networking, or related experience.

Training:

Graduation from an accredited four-year college or university with major coursework in Computer Science, Information Systems, or a closely related field.

Certification/Licenses:

Microsoft, Cisco, CompTIA, or a closely related certification is highly desirable.

Possession and maintenance of a California Class C driver's license.

ADDITIONAL INFORMATION:

Physical Skills

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, to operate a motor vehicle, and to visit various City and meeting sites. Able to use standard office equipment, including a computer; sit, stand, walk, kneel, crouch, stoop, squat, crawl, twist, and climb; lift and carry 50 pounds; vision to read printed materials and a computer screen; hearing and speech to communicate in person, over the telephone, and to make public presentations.

Ability to drive safely to different sites and locations; maintain a safe driving record; work protracted and irregular hours; attend evening meetings as needed.

Work Environment

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Job Title:	IT Analyst
Reports To:	IT Manager
Job Type:	Full-time (40 hours per week / 2080 hours per year)
FLSA Status:	Non-Exempt
Bargaining Unit:	Teamsters Misc Local 856 (Misc 856)
Adopted:	05/27/2025
