

Salary Schedule	MOU	Benefits
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City of Alameda
Code No. 7321
Approved by CSB
7/1/09

UTILITY SYSTEMS ANALYST

DEFINITION

Under general direction from the Assistant General Manager - Administration , performs specialized information system support functions through the management of the specialized technology integration projects such as utility automated metering infrastructure, phone systems, fiber maintenance and overall technical production responsibility for the website and its associated sub-sites; maintains 24/7 reliability; performs other tasks as required.

DISTINGUISHING FEATURES

Utility Systems Analyst is distinguished from the Utility Network Analyst in that it requires and applies specialized applications specifically related to the Alameda Point and the Alameda Municipal Power phone systems and web applications. This position may assist the Utility Network Analyst in the maintenance and operation of the Municipal Area Network (MAN) and other related tasks.

EXAMPLES OF DUTIES

1. Maintains and supports the organization's infrastructure related to web technical applications, phone systems and infrastructure.
2. Performs a wide variety of complex technical duties involved in installation, repair, and maintenance of phone systems and equipment; administers the organization web site and its automated metering intelligence/infrastructure application.
3. Analyzes, designs, tests, installs and maintains phone systems and equipment as required.
4. Support, maintains, and integrates existing in-house systems, and third party developed applications; provides training and technical assistance to users.
5. Receives, logs and tracks all calls from users related to telecommunications (e.g., land line and wireless based telephones) and web site problems and questions; troubleshoots and resolves problems.
6. Manages technical web projects and programs from concept to launch, including gathering business requirements, setting technical scope, performing quality assurance, and assessing required resources; assists in developing technical specifications for the web site.
7. Manages contracts for service in the development, maintenance and/or upgrade of relevant systems and/or web site applications.
8. Maintains and supports intranet and internet web sites, content management software, web server, video streaming; provides support for department specific applications.
9. Keeps current on trends, developments, innovations, and equipment, used in phone systems and web applications and automated metering intelligence/infrastructure.
10. Serves as main contact with third party providers of local content for managing and maintaining information portals.
11. Ensures that appropriate controls are in place for web traffic analysis, reporting, and compliance with accessibility guidelines.
12. Maintains system programs, documentation and records; updates control logs and inventories; prepares documentation and reports as required.
13. Provides technical instruction, general training, advice and support to staff.
14. Researches and recommends enhancements to existing systems and new software products.

15. Provides network support assistance as may be required.
16. Performs related duties as assigned.

EMPLOYMENT STANDARDS

Education/Experience

Any combination of education and experience likely to provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

Graduation from an accredited four-year college or university with major course work in information systems, computer science, or a closely related field.

Experience:

Four years experience in an information technology environment in the administration, installation, setup, troubleshooting, maintenance, and analysis of networks, computers and peripheral equipment equivalent to systems development.

Experience with telecommunications systems is desirable.

Knowledge

Knowledge of operation and use of personal computers and networks; industry standard topology and related equipment, e.g., routers and hubs; information systems applications, operations and peripheral equipment; network system architecture; network operating systems; techniques used to develop Internet/Intranet web sites; web page design and development; accessibility guidelines; browser/platform issues; applicable languages; web standards, design, principles, workflow processes, technology trends, and web best practices; web management tools; functions and operations of web systems and security, and firewall configuration; voice communications equipment and services including modems, cabling plans, and coaxial and fiber optic cables; basic electronics methods, techniques, parts, tools, and materials used in the maintenance and repair of a wide variety of electronic and communications systems including automated metering infrastructure/intelligence, telephone, voice mail, fax, and related microcomputer systems.

Abilities

Ability to work independently and coordinate with multiple parties, e.g., contractors, vendors, staff, and end users; install, configure, trouble-shoot, and maintain a variety of computers, networks and peripheral equipment; train and provide technical support to users; read and interpret documents such as operating and maintenance instructions and technical procedure manuals; prepare reports and establish and maintain accurate records; define problems, collect data, establish facts and draw valid conclusions; interpret an extensive variety of technical instructions in diagram form and work effectively with abstract and concrete variables; schedule and perform work to meet established time lines; maintain level of knowledge required for satisfactory job performance; develop, design, maintain and support Internet/Intranet web sites and telecommunications systems; develop and install web-based technical solutions for data base applications; implement tools, technologies and processes to support the web and telecommunications applications; direct, coordinate and manage design projects; communicate clearly and concisely, both orally and in writing; and establish and maintain effective working relationships with those contacted in the course of work; perform related duties as required.

Other Requirements

Selected positions require possession of a valid California Driver's License and satisfactory driving record as a condition of initial and continued employment.

Special Requirements

Willingness and/or ability to work outside regularly scheduled hours to meet operational needs.