

City of Sioux Falls Job Description

Band	Grade	Subgrade
C	4	2

Job Classification	Department/Employee Group
Application Support Analyst	Central Services/Information Technology/Midmanagement

Title of Immediate Supervisor

Information Technology Supervisor

Job Summary

Analyze and recommend standard microcomputer-related hardware and software solutions to improve client efficiency and resolve business problems.

Task No.	Description	Frequency
1.	Determine standard hardware and software configuration to support citywide network infrastructure, including servers, network operating systems, etc.	
2.	Develop, manage, and implement software/hardware projects to ensure compatibility with City IT standards.	
3.	Assist in the review of network needs and planned growth of network hardware and software. Research and recommend products and solutions to departments and users consistent with organizational and City IT objectives.	
4.	Obtain and analyze information on limitations and capabilities of existing system required for projects and related workload including: identification of processing needs, conducting software evaluations, and designing system configurations ensuring compatibility with other applications and the City's IT standards. Make recommendations to the Information Technology Supervisor and department project managers.	
5.	Assist the Information Technology Supervisor in the review and implementation of system security, standards, contingency plans, internal control procedures, the design of system configurations, and appropriate user guides.	

Task No.	Description	Frequency
6.	Meet with departmental coordinators to evaluate service requests and make recommendations to the Information Technology Supervisor. Document application development and modifications.	
7.	Troubleshoot and resolve software application issues.	
8.	Introduce and train users on new hardware and software and basic network uses.	
9.	Assist in long-range information technology strategic planning.	
10.	Perform administrative and research work involving the study of manual and automated systems and procedures.	
11.	Assist the Information Technology Supervisor with the procurement of new network desktop software and hardware.	
12.	Assist the Information Technology Supervisor with network configurations and cabling layouts.	
13.	Perform other such duties and functions as are necessary or incidental to the proper performance of this position.	

Minimum Qualifications

Graduation from college or university with a degree in computer science and a minimum of two years' responsible experience in network infrastructure support or any combination of education, experience, and training as may be acceptable to the hiring authority. CCNP, CCNA, CCSA—checkpoint certified security administrator certifications desired.

Preemployment Screenings

Preemployment screenings may include, but are not limited to, the following: drug screen, references, and criminal background.

Knowledge, Skills, and Abilities

Working knowledge of the installation, functions, configuration, and capabilities of personal computer and network operating systems.

Knowledge of computer operating systems such as: DOS, Windows 2000, Windows XP, and Windows NT workstation.

Knowledge of network operating systems such as: Windows 2000, 2003 Server.

Knowledge of communications protocols such as: Frame Relay, SNA, DLC, TCP/IP, SPX/IPX, Ethernet, NetBEUI, and NetBIOS.

Knowledge, Skills, and Abilities

Knowledge of various application software products such as: Client Access, MS Mail, Explorer, FAXserve, ProComm Plus, ArcView, and backup/recovery products.

Knowledge of the following network topologies such as: Ethernet, wireless (802.11).

Knowledge of network management software.

Assist in the review of application specific software.

Advanced user knowledge of Microsoft Office products.

Ability to lift 50 pounds.

Knowledge of research techniques, methods, and procedures.

Ability to analyze and make recommendations regarding stand-alone and networked microcomputer systems.

Ability to work evenings, nights, or weekends in response to system problems or security issues.

Ability to perform tasks involving hand and wrist repetitive motion for extended periods.

Ability to effectively communicate both orally and in writing.

Must have good organization, interpersonal, diplomacy, and listening skills.

Ability to establish and maintain effective working relationships.

Ability to maintain confidentiality and integrity of the Central Services/Risk Management Department.