

**RIVERSIDE COMMUNITY COLLEGE DISTRICT
CLASSIFIED POSITION DESCRIPTION**

JOB TITLE: Information Technology Analyst

BASIC FUNCTION: Under the supervision of the area Supervisor/Manager, provides technical support for microcomputer software and hardware and is responsible for supporting the needs of both administrative and academic users District-wide. Provides functional and secure information technology infrastructure for the District user community.

PROVIDES WORK OR LEAD DIRECTION TO: Short-term employee(s), and/or Work Study student(s).

REPRESENTATIVE DUTIES:

1. Designs and develops custom code and automated solutions for the District's enterprise computing environment to streamline management, analysis and reporting throughout the District utilizing various programming languages.
2. Manages a variety of projects as assigned, including the disposition and resolution of incidents, troubleshoots and determines corrective action ensuring timely and accurate delivery of projects.
3. Provides recommendations to departments based upon research and analysis on existing and emerging technology, tools and methodologies to enhance processes and/or workflows critical to success in District departments.
4. Creates and implements maintenance automation scripts and utilities, deploy and enforce software policy restrictions to end point devices.
5. Analyzes, configures, installs, and calibrates desktop/server hardware, peripherals, operating system, software, scripts, virtual machines, computer management, programming, and operational support tools.
6. Analyzes, detects, and corrects complex security threats and deficiencies to restore information technology to functional state.
7. Serves as a resource for district computer users and advisory groups regarding installation, configuration, maintenance, troubleshooting, training, and inventory of computer hardware and software.
8. Designs, installs, configures, and administers district servers for imaging, deployment, virtualization, inventory, software development, and system management solutions including backup and recovery of data.
9. Maintains confidentiality of data residing on district computers and remote connections. This includes in-depth technical knowledge of network security.
10. Consults with faculty and staff for system needs, design and operation. Participates on committees or in meetings to provide technical advice.
11. Preserves district computer technology assets, information security, and confidentiality by implementing and administering hardware and software devices for theft prevention and natural disaster protection.
12. Plans designs, and implements system architectures and IT policies and procedures.
13. Coordinate with vendors and departments regarding usage and access to equipment.
14. As assigned, serves as project coordinator for the design, planning, implementation and configuration of projects involving system architectures, and computerized offices, centers, labs, and classrooms.
15. In consultation with supervisor, negotiates with vendors on the terms, conditions and prices for hardware, software and services and obtains quotes for these items.
16. Participates in the research, planning, development, implementation, and enforcement of new services, policies, and procedures for district computer systems and technology standards.
17. Performs forensic data analysis on damaged or corrupt storage devices and coordinates with law enforcement and district authorities in legal investigations involving data security, data preservation and access restriction.

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18. Conducts periodic system audits on district technology, and recommends IT related strategies policies, and procedures by evaluating organization outcomes, identifies problems, evaluates trends, and anticipates future needs.
19. Maintains professional and technical knowledge by attending educational workshops, reviewing professional publications, establishes personal networks, benchmarking state-of-the-art practices, and participating in professional societies.
20. Participates in District-provided in-service training programs.
21. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
22. Performs other duties, related to the position, as assigned.

EDUCATION: Associate's degree or 60 units of college coursework from an accredited institution is required. Bachelor degree in computer science, management information systems or engineering is desired. Additional qualifying experience may be substituted for the associate's degree on a year for year basis with one year of full time experience equaling 30 semester units of college.

EXPERIENCE: At least two years of professional experience using and maintaining microcomputer software and hardware are required. Desirable experience includes: at least five (5) years experience supporting equipment attached to a local area network (LAN) within a multi-site organization; experience with Enterprise System Management Solutions (Ghost, VMWare, Deep Freeze, etc.); experience with hardware and software testing programs and devices; support for technical problems associated with graphics cards, software, memory, and processing problems.

LICENSES/CERTIFICATIONS: A+, Computer Systems Management, VMWare Certified Professional (VCP), Microsoft Certified Professional (MCP), and Network Services certifications (preferred). Must have a valid California driver's license and have (and maintain) an insurable driving record.

KNOWLEDGE OF: evaluation, selection, installation, testing, and maintenance of microcomputer hardware and software; general computer support needs required in a business or educational environment; design and program applications; principles, contemporary practices and methods of electronic data systems; and program development techniques.

ABILITY TO: Establish and maintain professional relationships with staff, students, and others. Troubleshoot system problems with drivers, memory and processors; communicate clearly and concisely both verbally and in writing; identify and resolve system errors and problems; exhibit effective interpersonal skills with a variety of customers; establish good working relationships with District departments and colleges.

OTHER: Candidate must demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students, staff and the community.

CONTACTS: Co-workers, other departmental staff, faculty, vendors, and students.

PHYSICAL EFFORT: Must be able to lift up to 50 pounds.

WORKING CONDITIONS: Normal office environment. Periodically work for long periods of time under environmental conditions that may include cramped and confined quarters, dusty work areas, constant white noise, and very hot or very cold temperatures.

The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodations to employees with disabilities. For more information, contact (951) 222-8039.