

City of Fort Worth, Texas

Job Description

Classification Title	IT Technical Support Analyst II		
Job Code:	PR1830	Job Family:	Professional
Pay Grade	708	Date Reviewed:	07/13/15
FLSA Status	Exempt	Date Revised:	11/14/23

GENERAL SUMMARY

Performs infrastructure design, support, and implementation for operating systems, networks, and network management systems. Provides networking and data communications support and database administration and design; performs specialized technical services functions; and provides support to senior management or supervisory staff.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Installs, customizes, implements and supports systems and network operating systems. Creates, modifies and monitors backup policies and schedules for server infrastructure; and provides reports for department managers.
2. Responds to requests for customer IT assistance; installs and sets up new personal computers; configures mobile devices for users; troubleshoots programs and software; responds to requests for equipment/items; and analyzes and repairs network-related problems reported by users.
3. Designs and implements local and wide area networks. Provides support and management to mainframe and/or network systems.
4. Analyzes operating system and networking needs; considers and analyzes multiple possible solutions; and develops work plans with specific procedures, schedules and time frame elements.
5. Monitors system and network performance; and optimizes resource utilization.
6. Performs database administration, design and analysis tasks, as assigned.
7. Installs and maintains network infrastructure; troubleshoots associated hardware problems; and manages maintenance functions, as necessary.
8. Generates appropriate documentation; and writes analytical reports and appropriate correspondence.
9. Attends training sessions and plans meetings as appropriate; assists in identifying training and development needs of staff; stays current with industry trends and innovations; and research and analyzes new techniques.

10. Performs other related duties as required.
11. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
 - Principles and practices of systems and network operating system implementation and support.
 - Methods and techniques of user relations.
 - Departmental and city rules, regulations and procedures relevant to information systems and services.
 - Relational data base design, implementation and support.
 - Designing and deploying virtualized infrastructure.
 - Back up schemes, retention, encryption, restoration, lifecycle policies and de-duplication.
 - Disaster recovery.
 - Security best practices and risk management.
 - Hardware and software performance optimization.
 - Network design and support, as applicable.
- **Skill in:**
 - Computers and applicable software.
 - Troubleshooting.
 - Organization and prioritization.
 - Problem solving.
 - Customer service.
 - Research and analysis.
 - Critical thinking.
- **Ability to:**
 - Communicate clearly and effectively, both orally and in writing.
 - Operate assigned computer equipment.
 - Solve computer problems and difficulties related to assigned division.
 - Operate/manipulate information processing software to suit divisional needs.
 - Follow specific instructions for generating assigned reports.
 - Diagnose and repair system infrastructure.
 - Organize and assign priorities for work to be accomplished.
 - Lead and coordinate the work of lower level staff.
 - Manage and maintain inventory.
 - Interpret and explain City policies and procedures.
 - Conduct studies and surveys, investigate reports and gather, evaluate and analyze data and environmental factors.
 - Prepare clear and concise reports.
 - Stay abreast of current and emerging technology.
 - Establish and maintain effective working relationships.

MINIMUM JOB REQUIREMENTS

Associate's Degree from an accredited college or university or two years of major course work in Computer Science or a related field and two years of experience in computer related positions such as operating systems, networking, or data base administration. Bachelor's degree preferred.

OTHER REQUIREMENTS

Valid Texas Driver's License.

Minimum of one certification specific to the role: CCNA, ACMA, PCNSA, F5-CTP plus one of the following certificates: CompTIA Network+, CompTIA Security+, ITIL Foundations certification.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, stooping, kneeling, crouching, reaching, walking, repetitive motions, climbing, balancing, pushing, pulling and lifting.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Light Work – Depending on assignment, positions in this class typically exert up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and/or a negligible amount of force constantly having to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for the Sedentary Work category and the worker sits most of the time, the job is rated Light Work.