

City of Fort Worth, Texas

Job Description

Classification Title	Senior IT Technical Support Analyst		
Job Code:	PR2440	Job Family:	Professional
Pay Grade	709	Date Reviewed:	06/22/15
FLSA Status	Exempt	Date Revised:	11/14/23

GENERAL SUMMARY

Performs advanced infrastructure design, support, and implementation for operating systems, networks, and network management systems; provides networking and data communications support; oversees specialized technical services functions; and provides responsible 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. Supervises staff, which includes prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary decisions or recommendations.
2. Installs, customizes, implements, and supports systems and network operating systems; designs and implements local and wide area networks; and provides support and management to mainframe and/or network systems.
3. Analyzes operating system and networking needs; considers and analyzes multiple possible solutions; and develops work plans with specific procedures, schedules, and time frame elements.
4. Monitors system and network performance; optimizes resource utilization; installs and maintains network infrastructure; troubleshoots associated hardware problems; and manages maintenance functions as necessary.
5. Develops backup and recovery strategy for infrastructure servers.
6. Generates appropriate documentation; and writes analytical reports and appropriate correspondence.
7. Attends training sessions and plans meetings as appropriate; stays current with industry trends and innovations; and researches and analyzes new technologies.
8. Prepares bid documents, and related material to obtain information on prices of goods and services from vendors; analyzes bids; and makes recommendations.
9. Performs other related duties as required.

10. 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.
 - Principles, practices, and procedures of particular field of specialization.
 - Principles and practices of supervision, training and evaluation.
 - 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.
 - Network design and support as applicable.
- **Skill in:**
 - Computers and applicable software.
 - Troubleshooting.
- **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.
 - Organize and assign priorities for work to be accomplished.
 - Lead and coordinate the work of lower level staff.
 - Interpret and explain City policies and procedures.
 - Prepare clear and concise reports.
 - Establish and maintain effective working relationships.

MINIMUM JOB REQUIREMENTS

Bachelor's degree from an accredited college or university with major course work in Computer Science, Information Systems, or a related field and four years of responsible experience in formation system technical support work such as operating systems, networking, server backup and recovery, or related fields.

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, walking and repetitive motions.

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.

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.