



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
**INFORMATION TECHNOLOGY
ANALYST C
HUMAN SERVICES**

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position is responsible for coordinating a variety of technical functions related to personal computer (PC) application development and programming for Human Services. Reports to the Business Project Manager.

ESSENTIAL JOB FUNCTIONS

Serves as an advisor for technology systems and projects; determines impact of technology on current operations and develops appropriate strategies for maintaining information systems throughout the department. Facilitates, develops, and coordinates the department's training and development efforts; participates in the research, development and implementation of strategic initiatives.

Responsible for the effective supervision and administration to include budget preparation and monitoring expenditures, staff development and training, workforce planning, performance management, employee relations, prioritizing and assigning work and related activities. Evaluates resource needs and manages the effective deployment of resources.

Performs and oversees routine to difficult installations of personal computer and networking equipment, server and network administration and maintenance; and assists users in troubleshooting hardware and software issues.

Advises on the effective utilization of modern IT concepts and systems; conducts research and makes recommendations for departmental direction related to the use of information systems; analyzes departmental operations and assess technology needs. Recommends and implements processes to maximize efficiency of available technology.

Participates on teams to provide input into the development and implementation of agency policies; assists with strategic planning, research, studies and special projects; responds to inquiries related to departmental accounting activities and agency policies.

Serves as a liaison to federal, state and local agencies, state communities, professional boards, task force groups and City departments. Remains abreast of current statewide policy initiatives, best practices, legislative, regulatory, and policy developments that affect information technology.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Information Technology - Comprehensive knowledge of computer systems and business applications. Understanding of data processing principles and practices related to applications development and programming. Knowledge of multiple computer languages and software applications.
- Supervision - Knowledge of leadership techniques, principles and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.
- Customer Service - Thorough knowledge of principles and processes for providing customer services. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

REQUIRED SKILLS

- Critical Thinking - Uses logic and reasoning to understand, analyze, and evaluates complex situations and researches information to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to the situation. Applies general rules to specific problems to produce answers that make sense. Combines pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Interpersonal Relationships - Develops and maintains cooperative and professional relationships with employees and all levels of management to include representatives from other departments and organizations.

REQUIRED ABILITIES

- Coordination of Work - Ability to establish and implement effective administrative programs and procedures. Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Attends and maintains a calendar for meetings, deadlines and events. Performs a broad range of supervisory responsibilities over others.
- Communication - Excellent ability to communicate ideas and proposals effectively to diverse audiences to include preparing and conducting training, preparation of reports, and policies. Excellent ability to listen and understand information and ideas presented verbally and in writing. Ability to handle a variety of human services issues with tact and diplomacy in a confidential manner.
- Accounting and Budgeting - Ability to perform arithmetic, algebraic, and statistical applications. Ability to employ economic and accounting principles and practices in the analysis and reporting of financial data.

EDUCATION AND EXPERIENCE

Requires a Bachelor's Degree in Information Technology, Business Administration, Public Administration, or a related field and 5 or more years of progressively responsible technology and supervisory experience, or an equivalent combination of education and experience.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check and sex offender registry check.

A valid driver's license with an acceptable driving record.

Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

In the event of a declared emergency in the City of Newport News, individuals in this position are required to work shelter duty and may be called on to perform duties as required to provide for the safety and care of the citizens of the community.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.