



NEWPORT NEWS, VA  
CITY OF OPPORTUNITY

JOB DESCRIPTION  
**INFORMATION TECHNOLOGY ANALYST C**  
(ADMINISTRATION DIVISION)

PARKS, RECREATION AND TOURISM Human Resources Department  
700 Town Center Drive, Suite 200  
Newport News, VA 23606  
Phone: (757) 926-1800  
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### GENERAL STATEMENT OF RESPONSIBILITIES

Under limited supervision, this position is responsible for performing technical functions related to the implementation and support of departmental servers, software applications, networks, and related work. Reports to the Director.

### ESSENTIAL JOB FUNCTIONS

Designs, configures, installs, administers, tests, and maintains the department's hardware and software for servers, switches, routers, and firewalls; responds to and resolves all server and network device issues; provides technology support to the IT HelpDesk if personal computer issues are caused by networks or servers.

Applies patches for security, anti-virus, and upgrades on Windows 2000/2003 servers and personal computers. Monitors the backup files and systems for personal computers and servers using Veritas Backup Exec including setup, recovery, installation, upgrades, maintenance or repair and software updates. Serves as a technical resource for projects and other assigned activities; completes reports and logs as necessary. Researches and tests new technologies.

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/Networking - Knowledge of computer systems and business applications to include local and wide area networking technologies, protocols and data communication wiring systems. Knowledge of personal computer network topologies, cabling systems, and operating systems. Understanding of data processing principles and practices related to applications development and programming. Knowledge of multiple computer languages and software applications.
- Research and Analysis - Thorough knowledge of research and analysis methods and techniques as well as the ability to correlate actual equipment requirements with the customer requirements; thorough knowledge of statistical analysis and forecasting techniques.

## **REQUIRED SKILLS**

- **Interpersonal Relationships** - Develops and maintains cooperative and professional relationships with employees and all levels of management to include representatives from other departments and organizations.
- **Judgment/Decision Making** - Evaluates the best method of research and then exercises appropriate judgment in establishing priorities and resolving complex matters. Considers the relative costs and benefits of potential actions to choose the most appropriate one.
- **Time Management** - Plans and organizes daily work routine. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Implements work activities in accordance with priorities and estimated schedules.

## **REQUIRED ABILITIES**

- **Communication** - Ability to communicate complex and technical ideas and proposals effectively so others will understand to include preparation of reports, schedules, and documentation. Ability to listen and understand information and ideas presented verbally and in writing.
- **Critical Thinking** - Ability to use logic and reasoning to understand, analyze, and evaluate complex situations and research information to identify the strengths and weaknesses of alternative solutions, conclusions or approaches.

## **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. Certification as a Microsoft Network Administrator/Engineer (MCNA or MCSE) is preferred.

## **ADDITIONAL REQUIREMENTS**

An acceptable general background investigation to include a local and state criminal history check, sex offender registry check as well as a valid driver's license with an acceptable driving record.

## **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**

Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, confined spaces, machinery, vibrations, electric currents, or traffic hazards.

