

CLASS TITLE: COMPUTER SUPPORT/ DEPLOYMENT SENIOR ANALYST

PURPOSE OF THE CLASSIFICATION: Under direction performs supervisory and administrative tasks involving technical analysis, evaluation, design, maintenance, support, training and performance monitoring of new or modified computer applications, various network operating systems and radio frequency (RF) wireless applications, and other related assigned duties.

ESSENTIAL TASKS:

- Plans, analyzes, evaluates, designs, programs, and maintains various computer systems (e.g., desktops, laptops, tablets, phones), LAN, and RF wireless systems and applications
- Installs, fine tunes, diagnoses, and troubleshoots network operating systems, including any City of Tulsa computer and wireless systems
- Provides PC and network support for users
- Develops command and backup procedures and recovery plans for various computer systems
- Directs or performs system goal performance reviews to ensure proper functioning
- Work with Project teams for new deployments of software and or hardware
- Assists in preparation of section budget
- Acts as liaison between various City departments, as well as with various vendors and computer service representatives
- Installs, fine tunes, diagnoses, and troubleshoots network operating systems, including microcomputer and wireless systems
- Provides instructions and written procedures to both LAN administrators and users
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with an associate's degree or sixty (60) college hours in computer science, mathematics or statistics, industrial engineering; telecommunications or other related fields; and four (4) years of progressively responsible experience in computer/LAN systems analysis and/or computer programming or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128. Refer to the Computer Support Progression Criterion Document for additional requirements.

Knowledge, Abilities and Skills: Comprehensive knowledge of the methods and techniques used in systems analysis and related maintenance procedures; and considerable knowledge of computer hardware, OS, wireless systems, data processing systems and equipment, programming concepts, techniques, and applications in various environments . Ability to plan, coordinate, evaluate, and lead the work of subordinates or less experienced co-workers; ability to recognize, analyze and solve system and software maintenance problems immediately, without any supervision; ability to communicate effectively, both verbally and in writing; ability to operate a personal computer, telephone, and various electronic testing equipment; and the ability to understand and positively influence the behavior of others within the organization, customers, or the public in order to achieve job objectives and cause action or understanding.

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; frequent lifting up to 20 pounds; occasional lifting and carrying up to 60 pounds; occasional pushing and pulling up to 60 pounds; may be subject to sitting, walking, standing, reaching, bending, kneeling, crawling, handling, feeling, climbing, smelling, and twisting; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operator's License; and some positions may require a Class "C" water/wastewater license as issued by the Department of environmental Quality (DEQ).

Page 2 (continued from Computer Support/Deployment Senior Analyst)

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting; some positions within this classification may be on-call 24 hours a day, 7 days a week; and will require travel to various City locations to provide computer-related assistance.

Class Code: 3535

EEO Code: N-02

Pay Code: IT-36

Group: Clerical and Administrative

Series: Data Processing and Information Services

Effective date: April 30, 2018