

EMPLOYMENT ANNOUNCEMENT

The Wasatch County Information Systems Department seeks full time IT Systems Analyst position. Grade O \$38.31-\$40.25. This position Performs full-level professional work supporting end-user systems, applications, and devices; provides help desk support and help desk ticket triage; works with the IT Business Analyst in analyzing, refining, and documenting the business requirements of County department and office customers included in the development, implementation, and production of integrated technology software systems. Requires Graduation from high school or the possession of a GED, HiSET or TASC Certificate. Two (2) years of information technology experience performing user support for desktop, legacy systems, and/or information technology communications systems. Complete job description and Wasatch County Employment Applications are available from the Wasatch County Personnel Office 55 S 500 E Heber City UT 84032 or online at Wasatch.utah.gov/employment. Position is open until filled with applications being reviewed upon receipt. Completed applications with copy of Resume must be submitted to the Personnel Office at the above address or emailed to: personnel@wasatch.utah.gov Wasatch County is an EOE.



WASATCH COUNTY PERSONNEL DEPARTMENT

IT SYSTEMS ANALYST

Position Description – IT Department Position Series

JOB SUMMARY

Performs full-level professional work supporting end-user systems, applications, and devices; provides help desk support and help desk ticket triage; works with the IT Business Analyst in analyzing, refining, and documenting the business requirements of County department and office customers included in the development, implementation, and production of integrated technology software systems.

ESSENTIAL FUNCTIONS

- Installs and repairs desktop hardware and software; installs/uninstalls voice and data systems; and processes work orders for remote, voice, video, and data users.
- Performs technical support in a formal or informal help desk setting to users with complex and non-routine hardware and software problems, which includes logging, troubleshooting, testing, adjusting, resolving, or referring issues to the appropriate Information Technology resource.

- Acts as a liaison between the users and the Information Technology department to communicate problems and possible solutions.
- Researches new technologies and procedures to meet users' needs.
- Provides training to users on how to identify and prevent problems.
- Works with other professional IT staff to develop and maintain technical procedures, documentation, operational instructions and/or project or work order status.
- Tests in-house or vendor-developed software and software upgrades for user requirements and documents errors or discrepancies for corrections.
- Creates customized reports from a work tracking system to use in the analysis of hardware or software problems.
- Maintains computerized inventory of voice and data equipment and specialized services for users.
- By position, coordinates work for large-scale upgrades or hardware and/or software replacements.
- By position, responsible for developing policies and procedures for special IT projects.
- Participates in and assists in coordinating the planning, development, and implementation of automated business systems to align information technology solutions with customer business requirements and initiatives.
- Assists in identifying security and application access needs for department and office customers.
- Performs other duties as assigned.
- Employees may be re-deployed to work in other capacities in their own agencies or in other County agencies to support core functions of the County during a County-wide emergency declared by the Manager.
- Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the time spent performing the essential duties listed above.

COMPETENCIES

- **Attention to Detail** – Is thorough when performing work and conscientious about attending to detail.
- **Customer Service** – Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.
- **Oral Communication** – Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

- **Problem Solving** – Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.
- **Reading** – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.
- **Reasoning** – Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.
- **Team Work** – Interacts positively with colleagues, vendors and customers when addressing challenges and planning for a future state; builds teams as needed and delegates responsibilities as needed; frequently reports to supervisors and receives reports from assigned delegates as needed.
- **Technical Competence** – Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.
- **Technical Problem Solving** – Troubleshoots, diagnoses, analyzes, and identifies system malfunctions to determine the source and cause of the problem.
- **Technology Application** – Uses machines, tools, instruments, or equipment effectively; uses computers and computer applications to analyze and communicate information in the appropriate format.
- **Writing** – Writes in a clear, concise, organized, and convincing manner for the intended audience.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of electronic circuit boards, processors, chips, and computer hardware and software, including applications and programming.
- Knowledge of computer network, desktop, and server operating systems and their applications.
- Skill in utilizing effective and persuasive communication principles to elicit information, negotiate problem resolution and/or garner support for various programs.
- Skill in establishing and maintaining working relationships with both internal and external customers – other employees, organizations and the public.
- Skill in synthesizing complex technical information and communicating it clearly to non-technical audiences.
- Skill in preparing clear and concise documentation and complex reports, and present information in a well-organized and efficient manner in both written and oral presentations.

GUIDELINES, DIFFICULTY, AND DECISION-MAKING LEVEL

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guidelines, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Employee primarily employs standardized practices.

The employee is responsible for determining the time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

LEVEL OF SUPERVISION RECEIVED & QUALITY REVIEW

Under general supervision, the employee receives assignments and is expected to complete them with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

INTERPERSONAL COMMUNICATION & PURPOSE

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered, defended, and presented, and some degree of discretion and judgment is required within the parameters of the job function.

LEVEL OF SUPERVISION EXERCISED

By position, may perform project or operational leadwork.

EDUCATION REQUIREMENT

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

EXPERIENCE REQUIREMENT

Two (2) years of information technology experience performing user support for desktop, legacy systems, and/or information technology communications systems.

EDUCATION & EXPERIENCE EQUIVALENCY

Additional appropriate education may be substituted for the minimum experience requirements.

LICENSURE & CERTIFICATION

- By position, a valid driver's license is required at the time of application.
- By position, must obtain Criminal Justice Information Services (CJIS) clearance upon starting employment.
- Licenses and certifications must be kept current as a condition of employment.

WORKING ENVIRONMENT

- Work is primarily performed in an office setting.
- Potential exposure to cold weather conditions (indoor/outdoor).
- Potential exposure to hazards from electrical/mechanical/power equipment.
- Handles absentee replacement on short notice.
- Noise: sufficient noise to cause distraction.
- Work involves pressure due to multiple calls and inquiries and is subject to interruption.
- Subject to electrical and radiant energy hazards.
- Subject to long, irregular hours.
- Works in confined, uncomfortable, or awkward locations.

LEVEL OF PHYSICAL DEMAND

3-Medium (20-50 lbs.)

PHYSICAL DEMANDS

(Physical Demands are a general guide, and specific positions will vary based on working conditions, locations, and office/department needs.):

- Agility: bends, stretches, twists, or reaches out with the body, arms, or legs.
- Balancing: maintaining body equilibrium to prevent falling over.
- Carrying: transporting an object; usually by hand, arm, or shoulder.
- Color vision: ability to distinguish and identify different colors.
- Crawling: moving about on hands and knees or hands and feet.
- Crouching: bending body downward and forward by bending legs.
- Depth Perception: ability to judge distances and space relationships.

- Eye/Hand/Foot Coordination: performing work through the use of two or more.
- Feeling: perceiving attributes of objects by means of skin receptors.
- Feeling: perceiving attributes of objects by means of spoken word.
- Field of Vision: ability to adjust vision to bring objects into focus.
- Field of Vision: ability to see peripherally.
- Fine Dexterity: Coordinate eye-hand to operate a vehicle, reach, hold, grasp and turn objects.
- Fingering: picking, pinching, or otherwise working with fingers.
- Handling: seizing, holding, grasping, or otherwise working the hand(s).
- Handling: seizing, holding, grasping, or otherwise working with fingers.
- Hearing/Talking: Hear and determine direction of sound.
- Hearing: perceiving the nature of sound by the ear.
- Kneeling: bending legs to come to rest on one or both knees.
- Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.
- Mathematical reasoning
- Memorization
- Mental Demands: mathematical reasoning, memorization, oral comprehension, spatial orientation, and written comprehension.
- Neck Flexion: Moving neck upward/downward.
- Oral Comprehension
- Pulling: Exerting force upon an object so that it is moving to the person
- Pushing: exerting force upon an object so that the object is moving away from the person.
- Reaching: extending the hand(s) and arm(s) in any direction.
- Repetitive motions: Making frequent movements with a part of the body.
- Sitting: remaining in the normal seated position.
- Standing: remaining one one's feet in an upright position.
- Stooping: Bending the body by bending the spine at the waist.
- Talking: Expressing or exchanging ideas by means of spoken words
- Vision Far acuity: ability to see clearly at 20 feet or more.
- Vision Near acuity: ability to see clearly at 20 inches or less.
- Walking: moving about on foot on uneven surfaces.
- Walking: moving about on foot.
- Written Comprehension.

BACKGROUND CHECK REQUIREMENT

- Criminal Check

- Education Check
- Employment Verification
- By position, Motor Vehicle Record
- By position, must obtain Criminal Justice Information Services (CJIS) clearance upon starting employment.

PROBATION PERIOD

Six (6) months minimum, up to twelve (12) months