



Title:
Computer Analyst
Level:
1
FLSA Status:
Non-Exempt

Division:
Administration
Department/Location:
Finance
Employment Status:
Regular Full Time

SUMMARY

This position reports to the Network Manager. This position is responsible for the day-to-day computer network maintenance and operation which may require work to be completed during non-business hours.

RESPONSIBILITIES

- Provides research and consultation services in formulating the authority’s overall network design.
- Oversees network installation and repairs by outside vendors.
- Recommends new technologies to existing data communication.
- Recommends data recovery and business continuity technologies.
- Manage authority’s servers and network applications including Active Directory and Exchange.
- Conduct regular preventative maintenance for network hardware and software.
- Provides user support for all network software.
- Manages computer intern’s daily activities.
- Maintains inventory of all network hardware, computer hardware, and software.
- Maintains phone systems, Voice Over IP and Cellular.
- Troubleshoot network failures and recommend appropriate action to be taken.
- Provide technical support to all computer users on software, hardware, and data communications.
- Completes and records work orders in a timely manner.
- Coordinate telecommuting needs and security to ensure data protection from unauthorized users.
- Evaluate and recommend training needs.
- Provide technical input on vendor selection for hardware and software.
- Travel to all ACUA sites as required.
- Perform other duties as directed by Superior.
- As needed and/or directed, assist the ACUA with its environmental mission and commitment to excellent customer service, to include but not limited to: serve in an advocacy role, help with site tours, and attend events and activities that the Authority participates in or sponsors.
- Remain compliant with all training requirements for this position. The training requirements for this position are located on InsideACUA in the Employee Resources section (Blue Box) under Training Resources.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

- Associate’s degree in Computer Science or Computer Engineering discipline
- Minimum of 1 year of experience operating in a WAN environment

ESSENTIAL SKILLS, KNOWLEDGE, AND ABILITIES

- Valid driver’s license in good standing
- Ability to install and troubleshoot hardware and software
- Exceptional interpersonal, customer service, organizational, analytical, written and verbal communication skills.
- An understanding of general business and management practices.
- Proficient in Microsoft Office Suite (Excel, Word, Outlook, and PowerPoint) and other related applications.
- Available to work on call Monday through Friday after 5:00 p.m. and on weekends as needed

PREFERRED QUALIFICATIONS

- SharePoint development and report writing experience with Crystal Reports or SQL Report Services
- Familiarity with Edmunds and Waste Works systems
- Familiarity with Supervisory Control and Data Acquisition (SCADA) systems

PHYSICAL REQUIREMENTS

The physical activities described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Essential functions are those functions that the employee who holds the position or the candidate that desires the position must be able to perform unaided or with the assistance of a reasonable accommodation. When possible, reasonable accommodations may be made for persons who are disabled under the law. Reasonable accommodations are those accommodations which, as defined under applicable State and Federal law, enable disabled individuals to perform the essential functions of their job title and to meet the Employer’s expectations for the job title. While performing the functions of this job the employee:



Constantly communicates, converses and exchanges information with customers, the public and other employees in person, electronically and/or via telephone. Constantly operates computer devices and/or business productivity machinery. Must be able to remain in a stationary position for at least 50% of the time. Frequently moves about inside the office to access file cabinets, office machinery, etc. Frequently moves and transports supplies, materials, equipment and/or mechanical components up to 49lbs. Occasionally moves and positions self for extended periods to work in tight, close, high and low workspaces. Occasionally operates hand, power, and other mechanical or maintenance tools and equipment. Occasionally ascends/descends ladders. Must be able to operate test instruments and tools requiring manual dexterity and good visual acuity. Must be able to be exposed to or work under the following conditions: near moving parts and large machinery, fumes or airborne particles, toxic or caustic chemicals, work in areas with excessive vibration, load noises and risk of electrical shock. Must have close, distance, color, peripheral and depth vision. Must be able to work safely at all times by observing all safety rules and regulations while utilizing all available safety equipment. Must be able to work in all outdoor weather conditions.

Job Description Acknowledgement

<i>Employee (Print Name):</i>	<i>Employee's Signature:</i>	<i>Date:</i>
<i>Supervisor (Print Name):</i>	<i>Supervisor's Signature:</i>	<i>Date:</i>