



**City of Rapid City**  
**Information Technology (IT) Analyst I, II, III**  
**Position Description**

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**Job Title:** Information Technology (IT) Analyst I, II, III  
**Department:** Community Resources  
**Division:** Information Technology (IT)  
**Reports To:** Information Technology Officer  
**FLSA Status:** Exempt

**Classification:** Non-Union  
**Grade:** 18, 20, 22  
**Prepared By:** Tammie Krumm  
**Prepared Date:** 11/30/09, 09/17/12  
**Approved By:** Jeff Barbier  
**Approved Date:** 03/01/10

**SUMMARY**

Supports computer system, to include but not limited to network, server, and security operations.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Essential duties and responsibilities include the following; other duties may be assigned:

**Informational Technology Analyst I:**

1. Works as part of a team to administer, maintain, and continuously improve network, server, and security operations.
2. Diagnoses hardware, software, and security issues and works with information technology team and consultants to resolve issues.
3. Uses Help Desk software and other means to create and maintain appropriate documentation.
4. Maintains and troubleshoots server-based applications including Microsoft Exchange, SQL Server, and IIS.
5. Establishes, monitors, and enforces security policies to safeguard City resources.
6. Provides redundant service coverage for other information technology analyst positions.

**Informational Technology Analyst II:**

1. Performs all duties of Level I and may be assigned support issues related to more complex hardware, software, or security issues.
2. Plans and implements complex network, server, or security projects.

**Informational Technology Analyst III:**

1. Performs all duties of Level I and II and may be required to supervise employees and actively participate in the strategic planning for the Information Technology Division.

**SUPERVISORY RESPONSIBILITIES**

**Informational Technology Analyst III:** Directly supervises up to 10 IT Analyst employees for City of Rapid City & Pennington County Sheriff's Office. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, and training employees; planning, assigning, and directing work; appraising performance; addressing complaints and resolving problems.

**MINIMUM QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience:** **Information Technology Analyst I:** Bachelor's degree from four-year college or university in Computer Science or related field and two years progressively responsible network, server, or security experience; or an Associate's degree or equivalent from two-year college or technical school in Computer Science or related field and four years progressively responsible network, server, or security experience; or six years of progressively responsible network, server, or security experience.

**Information Technology Analyst II:** Bachelor's degree from four-year college or university in Computer Science or related field and four years progressively responsible network, server, or security experience; or an Associate's degree or equivalent from two-year college or technical college in Computer Science or related field and six years progressively responsible network, server, or security experience; or eight years of progressively responsible network, server, or security experience. **Information Technology Analyst III:**

Bachelor's degree from four-year college or university in Computer Science or related field and six years progressively responsible network, server, or security experience; or an Associate's degree or equivalent from two-year college or technical school in Computer Science or related field and eight years progressively responsible network, server, or security experience.

**Communication Skills:** **Informational Technology Analyst I and II:** Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients,



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customers, and the general public. **Informational Technology Analyst III:** Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups, and/or governing body.

**Mathematical Skills: Informational Technology Analyst I and II:** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. **Informational Technology Analyst III:** Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area circumference, and volume. Ability to apply concepts of basic algebra and geometry.

**Reasoning Ability: Informational Technology Analyst I and II:** Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. **Informational Technology Analyst III:** Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

**Computer and Administrative Skills:** To perform this job successfully, an individual should have knowledge of Microsoft Office products, advanced knowledge of computer servers (traditional and virtual), networks and peripheral equipment desired.

**Certificates, Licenses, Registrations:** Must obtain and possess a valid South Dakota driver's license or ability to obtain within 30 days from date of hire. Current technology certifications preferred.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel and reach with hands and arms. The employee is frequently required to sit; climb or balance; stoop, kneel, crouch, or crawl and talk or hear. The employee is occasionally required to taste or smell. The employee must regularly lift and /or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and distance vision.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

### **OTHER SKILLS AND ABILITIES**

Advanced knowledge of computer servers (traditional and virtual), networks and peripheral equipment desired.