

GENESEE COUNTY

IT OPERATIONS ANALYST I (HELP Program)

DISTINGUISHING FEATURES OF THE CLASS: This IT Operations position carries with it responsibilities for completing most IT Operations tasks using influence, individual judgment and initiative. Additionally, the incumbent assists with customer support functions. The incumbent is expected to be a team leader who manages small projects and occasionally co-manages larger projects involving several departments and agencies/vendors. He/she provides input to project and departmental plans and directions and develops project plans for smaller projects. The work is done under the direct supervision of higher level IT staff/management. May be asked to provide input regarding employee performance. May be asked to supervise small groups and teams. Shift work and on-call duties may be required. Does related work, as required.

TYPICAL WORK ACTIVITIES:

Performs systems management and operations functions for infrastructure servers, storage, voice and data network switches and security firewalls;
Provides remote and onsite customer support;
Servers may be physical or virtual running VMWare or Microsoft Server Virtualization software; Equipment may be located on-site or in the cloud;
Coordinates the repair and maintenance of IT equipment, and involves vendors when necessary;
Schedules and coordinates data backups to ensure application and server recovery;
Documents and tests the recovery plan;
Maintains IP based, digital, analog or cloud-based telephone systems, adding, removing and programming telephone equipment;
Maintains user accounts, credentials, MFA enrollment, etc;
Interfaces with local telephone providers to add, change or delete physical telephone lines or assess codes;
Coordinates the repair and maintenance of the telephone systems with vendors;
Monitors data communications equipment;
Coordinates the installation and maintenance of owned and leased fiber lines;
Evaluates and tests systems to be utilized and implemented by level-1 and level-2 support;
Coordinates the repair and maintenance of the equipment with vendors;
Installs, maintains, upgrades and coordinates the repair of PC/mobile computer equipment including peripherals, software, and network equipment;
Provides level-1 and level-2 support to a varied customer base, supports desktop and mobile computer operating and applications software, assisting the customer support functions, e.g. helpdesk, training, etc. Escalates critical and high level cases to level-3 technicians;
Assists the customer support function in investigating and resolving reported hardware, software and integration problems of a complex nature;

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Maintains and updates equipment and software inventory and assists with asset management functions for IT equipment and software;
Maintains spare parts inventory for computing and telecom hardware;
Maintains appropriate documentation, activity logs, standard operating procedures, etc. for efficient IT Operations.
Develops specifications, configurations, and recommends vendors and equipment for purchase of desktop/mobile computers, peripherals, etc;
Gathers and presents detail information on the quality and performance of computing and communications equipment and software;
Leads the implementation of projects with day to day decision making responsibility, including training, vendor management, etc.;

The above examples of duties are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND/OR

PERSONAL CHARACTERISTICS: Good knowledge of the operation of a computer system and communications network/telephone system; good knowledge of the use and general maintenance of computer hardware and peripheral equipment; good knowledge of standard off-the-shelf application, email and the internet; good knowledge of computer and network operating systems; good knowledge of the jurisdiction's IT functions; working knowledge of hardware operations scheduling, job control language, use of systems commands and job executions; ability to read and interpret instructions related to data coding and the execution of program; ability to communicate effectively, both orally and in writing; ability to lead and work well in teams; ability to work effectively with vendors, users and the public; ability to resolve relatively complex, ambiguous technical and user problems; good initiative, self-motivation and organizational skills.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the 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 frequently required to sit, use hands to finger, handle, or feel objects, tools or controls; and reach with hands and arms. The employee is regularly required to walk, talk and hear.

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The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

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 quiet.

MINIMUM QUALIFICATIONS:

EITHER:

- A.** Possession of a Bachelor's Degree or higher which included or was supplemented by fifteen (15) credit hours of course work in management information systems, computer science, computer technology, information resource management, data processing, programming, systems analysis or related computer fields AND one (1) year of full time paid experience in maintenance configuration or installation of computerized management information systems, computer related project management, systems analysis and/or delivery of computerized management information systems;

OR

- B.** Possession of an Associate's Degree which included or was supplemented by fifteen (15) credit hours of course work in management information systems, computer science, computer technology, or information resource related computer field AND three (3) years of full time paid experience in maintenance, configuration or installation of computerized management information systems, computer related project management, systems analysis and/or delivery of computerized management information systems.

OR

- C.** Possession of a high school diploma or an equivalency diploma recognized by the New York State Department of Education AND five (5) years of full time paid experience in maintenance, configuration or installation of computerized management information systems, computer related project management, systems analysis and/or delivery of computerized management information systems;

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OR

- D.** Possession of a high school diploma or an equivalency diploma recognized by the New York State Department of Education AND an equivalent combination of training and experience defined by the limits of (A), (B), or (C).

NOTE: Part time paid experience will be prorated

NOTE: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

Special Requirements for Appointment: Successful completion of a background investigation may be required prior to appointment.

All qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status.

Non-Competitive Class

Adopted 11/1/24

Revised 4/30/25