INFORMATION SYSTEMS ENDPOINT ANALYST

DISTINGUISHING FEATURES OF THE CLASS: The Information Systems Endpoint Analyst is responsible for the security, management, and support of endpoint devices on the City's information technology systems and infrastructure, including desktop and mobile computers, emergency services mobile data terminals, and network scanning and print devices. The incumbent also serves as a technical consultant to City departments, assisting with the assessment of needs and identification of appropriate software and technology to meet their needs. The work is performed under the general supervision of the Information Systems Manager with wide latitude allowed for the exercise of independent technical judgment in the performance of the work. Supervision may be exercised over the work of subordinate technical staff if assigned. Does related work as required.

TYPICAL WORK ACTIVITIES:

Coordinates with City and County emergency services liaisons, staff, and vendors to install, test and troubleshoot Mobile Data Terminal hardware and software in vehicles and apparatus for police and fire departments;

Coordinates and provides technical direction, advanced technical support, and specified technical training to staff;

Develops, tests, and utilizes network and software tools to deploy software and secure computer assets;

Manages, tests, and ensures compliance of computer antivirus and endpoint security;

Deploys, manages, and troubleshoots networked printers and multifunction devices;

Manages, maintains, and produces reports of software and computer asset inventories;

Plans, develops, and maintains schedule for regular computer hardware replacement;

Manages and renews annual software subscriptions;

Develops and maintains collaborative partnerships with software vendors;

Keeps professional skills updated and consistent with current technology and trends;

May supervise subordinate technical staff if assigned.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:
Thorough knowledge of the operation, use, care, and adjustment of electronic computers and related peripheral equipment; thorough knowledge of computer systems operations; thorough knowledge of local area networks, wide area networks and cellular data services; thorough knowledge of computer systems design and installation; thorough knowledge of network security management; thorough knowledge of access and authentication management; good technical knowledge of agency application software, including word-processing, database, spreadsheet, electronic mail, website, internet access, and enterprise systems software; strong skills in computer troubleshooting and repair; analytical skills; ability to communicate effectively, both orally and in writing; ability to establish effective working relationships with others; ability to effectively communicate technical information in an easily understood manner; ability to monitor and control multiple projects, problems and issues; ability to supervise the work of others; ability to successfully work with and serve a diverse local community; demonstrated aptitude for learning new technologies; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

A.   Possession of a Bachelor's Degree in Computer Science, Information Science, Information Technology, or a closely related field with similar course curriculum and two (2) years of full-time paid experience, or its part-time paid equivalent, in the computer technology field, which must have involved the management of information systems projects, systems analysis or design, the management and/or support of a large, heterogeneous computer network, or the management and/or support of enterprise software or computer systems; or

B.   Possession of an Associate's Degree in Computer Science, Information Science, Information Technology, or a closely related field with similar course curriculum and four (4) years of full-time paid experience, or its part-time paid equivalent, as described in (A) above; or

C.   Graduation from high school or possession of a high school equivalency diploma and six (6) years of full-time paid experience, or its part-time paid equivalent, as described in (A) above; or

D.   An equivalent combination of training and experience as defined by the limits of (A), (B) and (C) above.

Note: College degrees 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 and/or U.S. Secretary of Education. If an applicant's degree was awarded by an educational institution outside the United States and its territories, the applicant must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found at https://www.cs.ny.gov/jobseeker/degrees.cfm. Applicants are responsible for payment of the required evaluation fee.

SPECIAL REQUIREMENT: Possession of a valid New York State Class D driver license or a valid driver license equivalent to a New York State Class D driver license at the time of appointment and maintenance of said license for the duration of employment.