



# LARAMIE COUNTY

## JOB DESCRIPTION

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<b>TITLE:</b>	Information Technology Analyst	<b>FLSA:</b>	Exempt
<b>DEPARTMENT:</b>	Information Technology	<b>REVISED:</b>	

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**Summary:** Under general supervision, coordinates the use of the public safety database systems; resolves problems, upgrades applications, and assures the security and integrity of the database

**Essential Job Functions:** *(Essential function, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class.)*

- Manages and maintains public safety databases; provides technical support services for the Sheriff's Office and other regional criminal justice agencies.
- Monitors system environment, access, security, functionality and utilization; resolves traffic, security and access problems; assures optimum performance and system integrity.
- Maintains system stability, data integrity and maximum uptime; provides referral to supervisor when problems occur which are beyond the skills of the Information Technology Analyst, and tracks the problem until it has been resolved.
- Monitors database and applications; troubleshoots and resolves software and hardware problems.
- Monitors utilization trends to enhance performance and assure maximum uptime; performs ongoing technical tuning of the database systems to improve performance.
- Consults with users to identify concerns, and implements changes to improve content and service; provides recommendations for technical corrections to prevent disruption to the database.
- Installs and tests patches and upgrades of the database and applications; plans and implements backup and recovery of the database as needed; prepares and updates technical documentation.
- Compiles and analyzes a variety of reports and user statistics; creates custom queries and reports as needed; coordinates the distribution of data to other government agencies, clients and users.
- Provides technical support and advice on database application utilization; provides training as needed.
- Manages local and remote access; creates user accounts and resource access lists.
- Provides technical support to application development teams; resolves database and application problems with the IT staff and user groups.
- Performs other duties as assigned or required.



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### **Knowledge and Skills:**

- Knowledge of County organization, policies and procedures.
- Knowledge of MS Windows, AS400, data servers and storage devices.
- Knowledge of relational database administration principles including communications protocols, SQL applications, computer components and peripherals.
- Knowledge of system access and security guidelines and procedures.
- Knowledge of computer programming languages, technologies and protocols.
- Knowledge of hardware and software troubleshooting techniques in a networked environment.
- Knowledge of database backup and recovery procedures and techniques.
- Knowledge of current trends and information sources for managing database systems.
  
- Skill in analyzing database issues, evaluating alternatives, and making logical recommendations based on findings.
- Skill in installing, maintaining, modifying, and upgrading database software.
- Skill in managing database changes through all the stages of the development life cycle.
- Skill in the use of midrange and personal computer hardware, software and peripheral devices.
- Skill in assessing and prioritizing multiple tasks, projects and demands.
- Skill in establishing and maintaining effective working relationships with public officials, outside agencies, County staff and the general public.
- Skill in effectively communicating verbally and in writing.

### **Minimum Qualifications:**

Bachelor's Degree in Computer Science or related field; AND three (3) year's experience in database and network administration, preferably in a law enforcement environment; OR equivalent combination of education, training and experience; AND successful completion of a criminal history and background check.