

Title: Information Technology Analyst	Effective Date: June 19, 2021	Grade: XVI	Job Category: Professional
Prior Title: Initial Distribution	Prior Effective Date:	Grade:	Page: 1 of 2

CHARACTERISTICS OF WORK

The Information Technology Analyst position is responsible for the day-to-day operational support of technology solutions to ensure the Department's needs are understood, documented, forecasted and realized. This role is an elevated point of contact for advanced technology system related issues and is responsible for troubleshooting and resolving issues of high complexity in a professional and timely manner and in-line with internal policies and procedures and industry best practices. This position reports directly to the Section Manager.

EXAMPLES OF WORK

The following examples are intended only as illustrations of various types of work performed. No attempt is made to be exhaustive. Related, similar, or other logical duties are performed as assigned. The Department may require employees to perform functions beyond those contained in job descriptions. The Department may modify job descriptions based on Department needs. The Arkansas Department of Transportation is an "at will" employer.

- Develop, implement and maintain policies, procedures and associated training plans for system and resource administration and appropriate use and disaster recovery.
- Collaborate with the management to develop optimal system design topologies and configurations.
- Prepare and ensure accuracy of documentation, procedures manuals and help sheets for system installations.
- Serve as technical leader for development and implementation of products, services, projects and new technology installations.
- Conduct research on system products, services, protocols and standards in support of technology procurement and development efforts.
- Evaluate, recommend and procure system hardware and software products.
- Install, configure, test, maintain, monitor and troubleshoot technology solutions.
- Maintain all appropriate technology systems.
- Monitor and test system performance and provide system performance statistics and reports.
- Perform on-site analysis, diagnosis and resolution of complex system problems for a variety of end-users and recommend and implement corrective solutions.
- Recommend, schedule and perform system improvements, upgrades and repairs.
- Liaise with, and provide training and support to, IT support sections on system issues.
- Provide technical data and guidance to junior members of the team, as required.
- Provide technical assistance to end-users in a courteous and timely manner.

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MINIMUM REQUIREMENTS

Education and experience:

The educational equivalent to a bachelor’s degree from an accredited college or university in computer science, computer information systems, or related field, OR the educational equivalent to a diploma from an accredited high school plus a minimum of four years of advanced information technology solutions experience. Experience monitoring, maintaining, analyzing and resolving complex systems problems Experience evaluating system hardware and software. Experience working in a team-oriented, collaborative environment.

Knowledge, skills and abilities:

Must be customer-centric and enjoy working with others. Ability to multi-task and have good time management and organization skills. Ability to utilize office productivity software such as Microsoft Office. Strong written and oral communication skills with demonstrated technical documentation ability. Well-developed sense of urgency and follow-through. Ability to work after-hours and on-call for routine and emergency maintenance. Ability to maintain a positive attitude. Must have high integrity and be of strong moral character. Ability to serve effectively as a technical leader on projects or processes.

Physical requirements:

Ability to sit and stand for long periods of time. Ability to lift and carry objects up to 50 pounds with or without reasonable accommodation. Ability to operate motor vehicles for Department business.

Working conditions:

This position involves periods of sitting in front a computer and working alongside end-users and other Department personnel. Flexibility to work overtime and weekends, as needed.

Licenses, registrations and certifications:

Valid driver’s license. Relevant professional certifications such as MCSA/MCSE, ITIL, Cisco, VmWare etc. preferred.

("Accredited" means the educational institution or program is accredited by an accrediting organization recognized either by the United States Department of Education or by the Council for Higher Education Accreditation.)

A criminal background check will be required to determine suitability of employment, and failure to meet these standards may cause the applicant to be rejected or terminated from that position.