

SILICON VALLEY CLEAN WATER
Job Description
February 2025

JOB TITLE: Information System Analyst

FLSA: Non-Exempt

Every employee shall serve at the will and pleasure of Silicon Valley Clean Water (SVCW). No employee has, or may acquire, a property interest, nor any other kind of interest in, or right to, continuing employment with SVCW.

SUMMARY

Under the general direction of the Information Systems Supervisor, the IS Analyst is responsible for supporting the SVCW Information Systems (IS) Division. This is a technical support position that primarily assists with the SVCW Virtual Server Infrastructure, Microsoft management services such as but not limited to Active Directory, DNS, DHCP, ADFS, SQL databases, O365 tenants and other services. This position also provides tier 2 escalation support on the SVCW Help Desk system and assists on other systems as required. This position requires confidentiality of data and personnel information. This is a mid-level position and is distinguished from the Senior IS Analyst position by not being responsible for project management, consultants' time management, and implementing major security endeavors.

ESSENTIAL DUTIES and RESPONSIBILITIES include the following:

Disclaimer – This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed while in other cases related duties may also be assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

- Configure, Troubleshoot and Maintain Windows Server Infrastructure.
- Manage and troubleshoot O365 including but not limited to: Email, Licensing, SharePoint, Power Apps, Power BI, OneDrive and other O365 Services.
- Install and configure upgrades to hardware, software, applications and components etc.
- Collaborate with staff to ensure security, connectivity, and compatibility between systems.
- Assist with network support issues, account creation, Internal/External DNS management.
- Escalate issues to IS Seniors/Supervisors as needed, exercise good judgement.
- Develop and maintain business process documentation and system user guides.
- Train other staff and provide backup as required.
- Consolidate and refine existing standard operating procedures.
- Resolve intermediate hardware faults and user access issues.
- Perform data recovery, assist in workstation life cycle rotations, monitor servers, work with other IS staff to minimize downtime and prevent data loss.
- Research and develop technology planning, hardware and software applications, standards development, and documentation.
- Define information flows and ensure desired outcomes.
- Assist in the discovery and enhancement of technology projects and special assignments
- Provide remote support.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS

The requirements listed below are representative of the knowledge, skills and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Silicon Valley Clean Water policies and procedures.
- Datacenter, Cloud and Enterprise Security fundamentals.
- Datacenter Server virtualization fundamentals, Physical server hardware, Server Operating Systems, Backup methodologies, Cloud hosted applications.
- Intermediate Networking fundamentals, IP routing, Cisco switch management, VOIP systems, Basic Firewall principals, XDR Endpoint Management.
- Intermediate computer/server/telecommunications systems technology knowledge and vocabulary.
- Safety hazards and appropriate precautions applicable to work assignments.

Ability to:

- Operate, upgrade, enhance, and troubleshoot a variety of software programs including O365, specialized databases, and various technical software applications
- Provide technical support in diagnosing and solving problems by telephone or remote access
- Triage mid-range server/network/virtual infrastructure according to urgency and priority levels and document results.
- Effectively organize, schedule, coordinate and prioritize work so that assignments can be completed in a timely manner
- Continuously identify, observe, troubleshoot, problem solve, understand, and explain computer hardware and software
- Stay abreast of current security practices, principles and standards.
- Establish and maintain effective working relationships with colleagues and outside vendors while delivering excellent customer service
- Work autonomously with initiative
- Communicate in English clearly and concisely, both orally and in writing
- Safely operate a motor vehicle
- Learn and observe all safety precautions as required by SVCW.

Interpersonal Effectiveness

Effectively work in a collaborative organization focused on continuous improvement; establish and maintain a positive customer service attitude and effective working relationships with internal and external customers; demonstration of strong two-way communication skills, including the ability to listen, explain and facilitate; ability to ask for input; offer help without being asked; accept suggestions; work with others to solve problems; and provide recognition and encouragement; ability to address co-workers needs; identifying issues and concerns, exploring solutions and implementing improvements.

EDUCATION and/or EXPERIENCE

Any combination of education and experience that demonstrates possession of the requisite knowledge, skills and abilities. A typical way to obtain these would be:

- High School Diploma or equivalent certificate recognized by the State of California.
- Experience with Enterprise Datacenter management

- Ability to demonstrate or show evidence of Enterprise Datacenter knowledge through education and/or experience through previous work history.
- Two (2) years of responsible professional experience in the Information Technology field.

CERTIFICATION and LICENSES

- Valid California Class C Driver's License and an acceptable driving record as defined by SVCW's Driving Eligibility Standards.

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 accommodation may be made to enable individuals with disabilities to perform the essential functions.

The work is usually performed in a standard office environment and in other locations around SVCW's wastewater treatment and conveyance facilities. While performing the duties of this job, the employee is regularly required to sit, talk, and hear. The employee frequently is required to use hands and fingers to handle or feel; reach with hands and arms. The employee is regularly required to stand, walk, bend, stoop, kneel, and climb stairs and occasionally climb ladders. The employee is required to work in awkward positions under and around desks and other workstations. The employee may work at a desk or computer workstation for long periods of time on a continuous basis; twist to reach equipment in surrounding work area, perform simple grasping, pushing, pulling, and fine manipulation; use telephone; write or use a keyboard to communicate through written means. The employee must regularly lift and/or move up to 25 pounds. The employee will be required to regularly access SVCW's treatment facilities and its remote locations within and through construction zones. Specific vision abilities required by this job include close vision, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works in indoor conditions and regularly works near video displays. The employee is occasionally exposed to fumes and odors, works on elevated platforms, and works around machinery having moving parts. Assignments may take place in SVCW offices, throughout the SVCW treatment plant and at the SVCW pump stations. The employee is exposed to outside weather conditions and construction zones. The employee occasionally works evenings or on weekends. The noise level in the work environment is usually minimal with occasional exposure to moderate levels. This position requires confidentiality of Information and data as outlined in SVCW's policies.

Disclaimer – Class descriptions are written as a representative list of the ADA essential duties performed by the entire job classification. They cannot include, and not intended to include, every possible activity and task performed by every specific employee.