

CITY OF XENIA

An Equal Opportunity Employer

Inside Page 1 of 4

POSITION DESCRIPTION

| | | | |
|------------------------|------------------------|--|-------------------|
| Employee Name: | | Position Title: | Mgt. Analyst - IT |
| Dept./Div.: | Information Technology | Employment Status: | Full-time |
| Reports to: | IT Director | FLSA Status: | Non-exempt |
| Normal Hours: | 8:00 am – 5:00 pm | EEO Status: | 2 – Professionals |
| Classification: | Classified | DOT: (closest applicable number): | 161.267.022 |

QUALIFICATIONS: An example of acceptable qualifications:

Completion of secondary education; associate's degree in public administration, political science, business management, or related field; two (2) years of related experience; bachelor's degree is preferred; or equivalent combination of education, training, and/or experience; must demonstrate proficiency with Microsoft® Word, Excel and Access; must possess a moderate understanding of technology systems and equipment.

LICENSURE OR CERTIFICATION REQUIREMENTS:

Must possess valid Ohio Driver's license and remain insurable under the City's vehicle insurance policy.

EQUIPMENT OPERATED: The following are examples only and are not intended to be all inclusive:

Personal computer, printer, copy machine, fax machine, scanner, and other standard business office equipment.

INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:

The employee has exposure to chemical compounds found in an office environment (e.g., toner, correction fluid, etc.); occasionally lifts objects 50 lbs or less; occasionally carries objects 50 lbs or less; occasionally pushes or pulls objects 50 lbs or less.

Note: In accordance with the U.S. Department of Labor physical demands strength ratings, this is considered sedentary work.

JOB DESCRIPTION AND WORKER CHARACTERISTICS:

JOB DUTIES in order of importance

ESSENTIAL FUNCTIONS OF THE POSITION: For purposes of 42 USC 12101:

Acts as the primary customer service contact for the IT Department; administers and maintains the IT Ticketing and Project Tracking Systems; keeps the IT Manager and the end user up to date on the progress, status, and completion of the request; performs base line troubleshooting on submitted help tickets to ensure the ticket is properly assigned; answers phones and greets walk in customers and

Developed by:

Date Adopted: 01/10/2022

City of Xenia, Human Resources Director

Date Revised:

For The Xenia Civil Service Commission

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Inside Page 2 of 4

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directs them to appropriate personnel; answers inquiries regarding general questions, concerns, and/or complaints.

Assists with preparation of the annual operating and capital budgets; prepares purchase requisitions and receiving and authorization reports; monitors budgetary line funding status; manages the information technology fund and monthly chargebacks to departments.

Management of department purchasing, travel, and registrations, including the solicitation of quotes, booking of reservations, tracking of orders, payment of invoices and compliance with purchasing policies; tracks and monitors application and hardware licensing and warranties.

Coordinates the bid specification process including preparation of the bid specification books, vendor notification, tracking plan holders, preparing and distributing bid specification addendums, reviewing submitted bids for accuracy and completing cost analysis.

Coordinates contract management process including receiving signed contracts and bonds; monitors bond expirations; ensures all required documentation is received from contractor before releasing final payment.

Prepares agenda items, ordinances and resolutions for presentation to City Council.

Develops and maintains records management program for filing, protection and retrieval of records, and assures records retention compliance; assists departments in the retrieval of digital documents in the fulfillment of public records requests.

Properly accounts for IT department inventory ensuring that it is properly recorded in the IT inventory database tool prior to being placed into service; maintains inventory records and facilitates the disposal of inventory no longer needed.

Assists in the development of training programs, documents and department policies and procedures; prepares presentations, curriculum, and training materials.

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Performs clerical duties including but not limited to picking up, sorting and distributing mail, scanning, maintenance of technology calendars, filing, and preparing, reviewing, and distribution of department correspondence.

Coordinates the audio and video recording, editing, and production of City Council Meetings and other presentations as required.

Meets all job safety requirements and all applicable OSHA safety standards that pertain to essential functions.

Demonstrates regular and predictable attendance.

OTHER DUTIES AND RESPONSIBILITIES:

Performs other related duties as assigned.

MINIMUM ACCEPTABLE CHARACTERISTICS:

Knowledge of: basic accounting; data processing techniques and procedures; department goals and objectives; department policies and procedures; office practices and procedures; records management.

Skill in: Word processing; data entry; switchboard or telephone console operation; adding machine or calculator operation; use of modern office equipment; highly skilled in computer operations including Microsoft® Windows and Microsoft® Office (Word, Excel, PowerPoint, Access).

Ability to: understand, interpret, and apply laws, rules, or regulations to specific situations; determine material and equipment needs; complete routine forms; prepare routine correspondence; prepare accurate documentation; compile and prepare reports; respond to routine inquiries from public and/or officials; communicate effectively; train or instruct others; gather, collate, and classify information; maintain records according to established procedures; work alone on most tasks; answer routine telephone inquiries; develop and maintain effective working relationships.

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CLASS TITLES OF POSITIONS DIRECTLY SUPERVISED:

Interns

(Signature of Agency Representative)

(Date)

(Signature of Employee)

(Date)