City of Chesapeake	Class Title: Client Technologies Analyst III

Job Class Code: 1258	FLSA Status: Exempt - Computer
Pay Basis: Salary (Annual)	EEO Category: 3

GENERAL DESCRIPTION OF CLASS

The purpose of the class is to lead and oversee complex Citywide client computer systems support. The class is responsible for computer systems installation, upgrades, inventory, training, user assistance, and associated duties for multiple departments. The class assists in the functional administrative activities of departmental business units as assigned. The class works within broad policy and organizational guidelines; independently plans and implements projects; reports progress of major activities through periodic conferences and meetings.

TYPICAL TASKS
• Supervises others including interviewing and selecting or recommending selection; training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination of staff.
• Coordinates the activities of junior level staff, assigns and monitors duties, schedules work and educational assignments to ensure service delivery levels are maintained.
• Develops capabilities of junior staff in the areas of research, technical problem solving and design of complex systems and performs formal and informal training as needed.
• Analyzes client requests for new or improved computer technology systems; researches current technologies in computer systems to recommend solutions to client problems or needs.
• Assists clients with complex computer system problems involving hardware or software issues.
• Installs, monitor and maintain users laptops, desktops, software and other hardware.
• Document desktop application packages, participate in the testing and evaluation of new desktop packages and implement prototypes and proof of technology.
• Consult with and makes recommendations to users on selection of hardware and software products to address business requirements.
• Installs new client computer systems and provides orientation or initial/follow-up on training for system users.
• Provides system and network administration; controls user access to systems; adds and deletes users and assigns passwords as required.
• Performs special projects or tasks involving specialized computer systems or requirements as assigned.
• Performs administrative functions such as maintaining inventory or other records, assisting with budgets, monitoring materials and expenditures, ordering materials and supplies, compiling and preparing specifications for new systems, maintaining system documentation, conducting studies, preparing reports, and other related tasks.
• Attends or conducts staff or training meetings to exchange information; attends in-service training and technical or professional classes, seminars, or conferences to improve technical or professional skills.
• Performs other related duties as assigned.

GENERAL STANDARDS	
Data Involvement	Coordinates or determines time, place or sequence of operations or activities based on analysis of data or information and may implement and report on operations and activities.
Interpersonal/People Involvement	Negotiates and exchanges ideas, information, and opinions with others to formulate policy and programs or arrive jointly at decisions, conclusions, or solutions.
Reasoning Requirements	Performs work involving the application of principles of logical thinking and administrative, professional, and information system practices to diagnose or define problems, collect data and solve abstract problems with widespread unit or organizational impact.

Mathematical Requirements	Uses mathematics involving the practical application of fractions, percentages, ratios and proportions or measurements, algebraic solutions of equations and inequalities, descriptive and inferential statistics, and mathematical classifications or schemes.
Language Requirements	Reads journals, manuals, and professional publications; speaks informally to groups of coworkers, staff in other organizational agencies, the general public, and people in other organizations; composes original reports, training and other written materials using proper language, punctuation, grammar, and style; presents training programs.
Mental Requirements	Performs professional level work requiring the application of principles and practices of a wide range of administrative, technical, or managerial methods in the solution of administrative or technical problems; applies extensive understanding of operating policies and procedures to solve complex administrative problems requires continuous, close attention for accurate results or frequent exposure to unusual pressure.
Decisions/Supervisory Control	Guides others, making frequent decisions, affecting the individual, clients, coworkers, and others that depend on the service or product.

EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS	
Vocational/Educational Requirement	Requires any combination of education and experience equivalent to a bachelor's degree in computer science or a closely related field.
Experience	In addition to satisfying the vocational/education standards, this class requires a minimum of six years of related, full-time equivalent experience.
Special Certifications and Licenses	A valid driver's license with an acceptable driving record is required.
Special Requirements	Employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies. Emergency operations support work and work locations may be outside of normal job duties.

ADA REQUIREMENTS
The City of Chesapeake is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

This is a class specification and not an individualized position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.

Revised 07/16/2020