City of Chesapeake	Class Title: Client Technologies Analyst I

Job Class Code: 1255	FLSA Status: Non-exempt
Pay Basis: Salary (Annual)	EEO Category: 3

GENERAL DESCRIPTION OF CLASS

The purpose of the class is to provide client computer systems support. The class is responsible for computer systems installation, upgrades, inventory, training, and associated duties.   The class works within a general outline of work to be performed; develops work methods and sequences under general supervision.

TYPICAL TASKS
• Assists with analysis of client requests for new or improved computer technology systems; researches current technologies in computer systems to recommend solutions to client problems or needs.
• Prepares training curriculum and materials and provides training to City users of computer systems.
• Assists clients with problems with computer systems involving hardware or software difficulties.
• Assists with installation or installs new client computer systems and provides orientation and training for system users.
• Evaluates new systems hardware or software performance and suitability.
• Performs administrative functions such as maintaining training and other records, assisting with budgets, monitoring materials and expenditures, compiling and preparing routine or special reports or studies, 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	Gathers, organizes, analyzes, examines, or evaluates data or information and may prescribe action based on such data or information.
Interpersonal/People Involvement	Gives information, guidance, or assistance to people to directly facilitate task accomplishment; may give instructions or assignments to helpers or assistants.
Reasoning Requirements	Performs skilled work involving rules/systems but solves problems almost constantly.
Mathematical Requirements	Uses basic algebra involving variables and formulas and computes ratios, rates, and percents.
Language Requirements	Reads technical instructions, procedures manuals, and charts to solve practical problems; composes routine and specialized reports, forms, and business letters; speaks compound sentences using normal grammar and word form.
Mental Requirements	Performs specialized technical and professional work requiring general understanding of operating policies and procedures and their application to problems not previously encountered; applies specialized technical or professional principles and practices in the solution of problems; requires normal attention with short periods of concentration for accurate results and occasional 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 an associate's degree in computer science or a closely related field.
Experience	In addition to satisfying the vocational/educational standard, this class requires a minimum of two years of related, full-time equivalent experience.
Special Certifications and Licenses	Requires a valid driver's license and a driving record that is in compliance with City Driving Standards.

| **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. |

AMERICANS WITH DISABILITIES ACT (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 individual position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but 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