SAN MATEO COUNTY OFFICE OF EDUCATION

CLASS TITLE: IT PROJECT/OPERATIONS ANALYST

BASIC FUNCTION:
Under the direction of the IT Administrator, perform a variety of technical duties involved in tracking and organizing the operations and project activities related to IT functions; provide consultation to IT managers and staff concerning deadlines, and deliverables; oversee all IT procurement activities; perform internal auditing of IT processes and procedures; assist in the creation of IT operational processes and procedures; maintain all IT documents and records; create and coordinate all IT mass communications to internal and external stakeholders.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:
Perform consultation to IT department managers regarding project management; perform analytical and implementation duties in a variety of Information Technology (IT) functional areas; organize, coordinate and track all IT operational activities, projects and processes.

Produce weekly, monthly, annual and ad-hoc IT metrics reports including HelpDesk reports, contract expiration and renewal reports, data circuit audit reports, asset reports, equipment replacement reports, and procurement timeline reports.

Provide consultation to department/division managers regarding IT process/procedures; draft,

IT PROJECT/OPERATIONS ANALYST –

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
IT operations, policies, procedures and objectives, including basic understanding of IT governance frameworks and the use of IT metrics

Applicable laws, codes, regulations, policies and procedures

Record-keeping and filing techniques (hard-copy and digital)

Advanced business writing skills, including drafting, editing, proofreading, formatting and finalizing documents

Correct English usage, grammar, spelling, punctuation and vocabulary

Interpersonal skills using tact, patience and courtesy

Advanced knowledge of Microsoft products, including Word, Excel, PowerPoint, Publisher, Visio, etc.

Proficient with Google's G-suite products, including Docs, Sheets, Slides, Sites, Drive, Forms, Groups, etc.

Experience with project management software (i.e. Microsoft Project, Smartsheet, Asana, BaseCamp, Slack, etc.)

Experience with helpdesk ticketing systems

Experience with inventory systems

Experience with email systems and with email dissemination tools (i.e. MailChimp, Constant Contact, Freshmail, AWeber, etc.)

Experience with database software applications (i.e. Microsoft Access, Filemaker Pro, etc.)

Experience with miscellaneous business productivity tools (Doodle, web conferencing tools, SurveyMonkey, etc.)