THE YORK WATER COMPANY
Job Description

JOB TITLE: Information Technology Analyst I

EXEMPT: Yes
DIVISION: G&A

LOCATION: Main Office
REPORTS TO: VP - Technology

JOB CODE: 300
DEPARTMENT: Information Technology Department

PREPARED BY: Human Resources
APPROVED BY: JT Hand

DATE: April 2020
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SUMMARY: Supports users in all departments of the company on various technology platforms. Provides support for Windows systems, networking, as well as significant technical and functional support to the Oracle system.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Provide technical and administrative support for Company networks.
2. Provide support for the Oracle system, including ad-hoc report writing, functional help, development work, and patching.
3. Provide help desk function for network and computer software.
4. Assist with backup of data administration for assigned systems.
5. As needed, assist the Accounting and Customer Service Departments in the printing of water and sewer bills.
6. Provide secondary technical and administrative support of Meter Reading software.
7. Provide support to the GIS system as needed in coordination with the Lead GIS Analyst or the GIS Administrator.
8. Assist in the planning, design, development, of new applications and enhancements to existing applications.
9. As needed, meet with decision makers, systems owners, and end users to define business requirements and system goals, and identify and resolve business systems issues.
10. Work with the VP - Technology to ensure compatibility and interoperability of in-house computing systems.
11. Handle all proprietary information in a confidential manner.
12. Prepare requisitions for the procurement of necessary supplies and equipment subject to required approvals and procedures.
13. Maintain security of department equipment and Company files/information.
14. Consistently demonstrate positive and professional behavior with all individuals contacted on behalf of the Company including employees.

SUPERVISORY RESPONSIBILITIES: None

QUALIFICATION REQUIREMENTS:

EDUCATION and/or EXPERIENCE:
Bachelor's degree (B.A.) from four-year college or university or equivalent combination of education and experience. Certified Oracle Developer or attainment of certification within first year of employment.

LANGUAGE SKILLS:
Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers and employees.

MATHEMATICAL SKILLS:
Ability to calculate figures and amounts such as discounts, interest and percentages. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY:
Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram forms.

OTHER SKILLS and ABILITIES:
Efficiently and accurately use copier, telephone, various computers, peripheral computer equipment and other standard office equipment.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear; and sit. The employee is frequently required to stand and walk. The employee is occasionally required to stoop, kneel or crouch.

The employee must regularly lift and/or move up to 15 pounds and occasionally must lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

The employee must be able to work under stress and work additional time in order to meet reporting deadlines.

WORK ENVIRONMENT:

The noise level in the work environment is usually moderate. Typically works in an office setting.