



# CITY OF HOUSTON

## JOB DESCRIPTION

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Job Code: 441.2

Job Title: **TECHNICAL HARDWARE ANALYST II**

Pay Grade: 21

### **GENERAL SUMMARY:**

Performs moderately complex, skilled technical work in the design, installation, operation, maintenance and repair of computer hardware and data communications equipment or industrial control systems.

### **RESPONSIBILITIES:**

- Designs, evaluates and implements data communication networks or microprocessor-based process control equipment.
- Assists in identification and selection of new equipment through collaboration with vendors, users and management.
- Diagnoses data communications system failures; interfaces with vendors to resolve problems with various types of data communications facilities.
- Evaluates network design to make recommendations for improvement of performance; provides training for installation and operation of network equipment.
- Maintains statistical reports on project status and inventory.
- Designs and maintains cable layout logs.
- Operates test equipment to isolate software/hardware circuits or cable related problems.
- Repairs and calibrates all components of process control systems or data communication networks; troubleshoots and repairs both digital and analog electronic equipment to the component level.
- May lead other technical hardware analysts.
- Performs other duties as assigned.

### **SPECIFICATIONS:**

#### **KNOWLEDGE:**

Requires an Associate's degree (two-year program) in a computer science, instrumentation or electronics discipline or the equivalent, such as certification in a technical/specialty program of up to three years in duration.

**LICENSE:**

Depending upon area of specialty -- may require a valid class "C" Texas driver's license and compliance with the City of Houston's policy on driving. In the Public Works and Engineering Department, may require a valid class "C" or higher Texas Water or Wastewater Plant Operator's license.

**SPECIFICATIONS: (Continued)****EXPERIENCE:**

Two years of experience in the design, installation, operation, and/or maintenance of a computerized data communications network or industrial control system are required.

Relevant experience (as described above) may be substituted for education on a year-for-year basis.

**COMPLEXITY:**

Work requires the direct application of a variety of procedures, policies and/or precedents. Moderate analytic ability is required in applying guidelines, policies and procedures, and in adapting standard methods to fit facts and conditions.

**IMPACT OF ACTIONS:**

Errors in work could lead to significant expense and inconvenience. Work is typically performed under limited supervision with alternating periods of relative autonomy and general review. The supervisor generally plays a substantial role in setting objectives and organizing work.

**SUPERVISION EXERCISED:****Direct Supervision:**

Involves general scheduling and review of work as a "working supervisor" or lead person.

**Indirect Supervision:**

No indirect reports.

**CONTACTS:****Internal Contacts:**

Level of internal contact is primarily with professionals and supervisors. Interaction requires moderate tact and cooperation; e.g., scheduling and/or coordinating two personal calendars, resolving problems and/or obtaining necessary information.

**External Contacts:**

Level of external contact is primarily with lower-level service representative and vendors. Interaction requires moderate tact and cooperation; e.g., responding to questions which require some research to provide the correct answer.

**PHYSICAL EFFORT:**

The position routinely requires lifting of moderately heavy items, such as typewriters or records boxes (up to 40 pounds) and/or very long periods of walking on rough surfaces on a routine basis.

**WORK ENVIRONMENT:**

There are occasional minor discomforts from exposure to less-than-optimal temperature and air conditions. The position may involve dealing with modestly unpleasant situations, as with occasional exposure to office chemicals and/or extensive use of a video display terminal.

**PHYSICAL SKILL:**

Requires the ability to make closely coordinated eye/hand movements within very fine tolerance and/or calibration demands; or the ability to make rapid closely coordinated eye/hand movements on a patterned response space within somewhat fine tolerance demands; or the ability to make coordinated eye/hand movements within fine tolerances with large equipment as an extension of the worker.

**MISCELLANEOUS:**

All duties and responsibilities may not be included in the above job description.

**JOB FAMILY:**

Technical Hardware Analyst I  
Technical Hardware Analyst II  
Technical Hardware Analyst III

*Effective: October 1990*  
*Revised: December 1993*  
*Revised: July 2017*