



4867 VENTURE DR
Johnstown CO 80534
Main Office: 970-962-2170
www.leta911.org

Position Title: IT Analyst

Employment Status: Full-time 40 hours/week

FLSA Status: Non-Exempt

Reports To: Operations/IT Manager

Work Location: LETA 4867 Venture Dr, Johnstown CO 80534
IN PERSON ONLY not a hybrid or work from home position

Position Pay Range: \$76,000 - \$114,000

Hiring Range: \$76,000 - \$85,000

POSITION SUMMARY:

Larimer Emergency Telephone Authority's (LETA) Information Technology (IT) department supports the technology infrastructure that keeps public safety communications running 24/7. The IT team manages the agency's network, workstations, servers, and a backup dispatch center, ensuring reliable operations.

The IT Analyst evaluates, monitors, troubleshoots, and improves technical systems that support agency operations and business goals. This role helps maintain a secure, efficient, and reliable infrastructure while collaborating across a multi-agency environment to optimize processes and resolve technical challenges.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The IT Analyst contributes directly to LETA's ability to support reliable emergency communications. The position requires strong technical judgment, practical troubleshooting skills, attention to documentation, and the ability to communicate clearly with both technical and non-technical partners.

Support, Troubleshooting, and Operations

- Provide technical support for system and software issues and perform root-cause analysis to resolve problems efficiently.
- Monitor assigned systems and respond to issues that may affect availability,

- performance, security, or user productivity.
- Escalate issues appropriately and coordinate with vendors, partner agencies, or internal stakeholders when resolution requires outside support.

Security, Documentation, and Reporting

- Collaborate with IT team members to maintain network and system security.
- Gather, analyze, and interpret technical data to support informed decision-making.
- Generate regular reports on system performance and provide clear, actionable insights.
- Create, update, and maintain technical documentation, procedures, inventories, and internal reference materials.

Collaboration and Communication

- Work with cross-functional teams to align technical solutions with business needs, project requirements, and timelines.
- Communicate complex technical information clearly to non-technical stakeholders.
- Support a service-oriented IT environment by providing responsive, professional, and solutions-focused assistance.

QUALIFICATIONS

Education and Experience Preferred

- Bachelor's degree in Computer Science, Information Technology, Engineering, or a related field.
- Minimum of 2 years in a technical analyst, IT, or similar role.

Knowledge and Skills

- Proficient in data analysis, Excel, and data visualization tools.
- Familiarity with Microsoft O365, troubleshooting, documentation, and cybersecurity principles.
- Excellent communication and interpersonal abilities.
- Detail-oriented with strong organizational skills.

Core Competencies

- Strong analytical, problem-solving, and critical thinking skills.
- Effective written and verbal communication.
- High attention to detail.
- Ability to work independently and collaboratively in a multi-agency environment.
- Demonstrated commitment to continuous learning and professional development.

Preferred Qualifications/Certifications

- Familiarity with programming languages like Python, Java, or C++
- Experience with cloud platforms such as AWS.

- Experience with supporting public safety, government, emergency communications, or other high-availability environments is preferred.

WORK SCHEDULE

This is a full-time, in-person position. Monday through Friday during regular business hours.

COMPENSATION AND BENEFITS

LETA offers a competitive compensation package aligned with regional market benchmarks for IT Analyst positions with similar responsibilities.