INFORMATION TECHNOLOGY (IT) ENGINEER I

JOB DESCRIPTION

Classification Responsibilities: The Information Technology (IT) Engineer I class provides skilled technical services in support of installation, configuration, testing, integration, and ongoing support for City applications or infrastructure within one of the technical support areas of Business Applications and Application Development; Business Analytics; Database; Desktop and Mobile Services; Service Desk; Geographic Information System (GIS); Network; Security; Unified Communications; Server, Storage, and Backup; and Police Department-Information Technology (PDIT) Security.

Common responsibilities and skills include: leadership skills such as performing independent judgment and decision-making especially related to diagnostics and troubleshooting with individual applications or infrastructure; providing quality written and verbal communications/presentations to customer areas in primarily small, yet formal settings; technical lead coordination of day-to-day activities of technical staff *(by assignment)*; performing primary and secondary application or product support within one of the technical support areas of Applications and Web Development; Business Analytics; Database; Desktop and Mobile Services; Service Desk; GIS; Network; Security; Unified Communications; Server, Storage, and Backup, and Police Department-Information Technology (PDIT) Security. This class may perform technical and/or project leadership for one or more small- to medium-scale projects. This class is also responsible for positively and actively participating in team training and demonstrating team skills learned by applying and reinforcing team principles in daily work with functional teams.

Common duties include: performing work on one or more assignments simultaneously such as configuration, development, integration, testing, and resolution of problems for systems; assessing, troubleshooting, and following established guidelines in escalation of hardware, software, and networking problems; initiating and/or maintaining Incident Reports (IRs) using an on-line incident management system; preparing and/or updating system documentation; controlling changes in system environments to ensure stable and reliable delivery of computer resources; developing and analyzing data for the purposes of problem resolution and strategic planning; implementing, maintaining, and monitoring operating systems and related subsystems; participating in projects and leading small projects and activities related to City computer systems, data, and infrastructure; participating in the design of programs and installing and/or implementing information systems; designing, developing, and implementing processes, procedures, and strategies for systems that function or communicate across multiple platforms; supporting computing processes executed across multiple platforms and/or networks; and utilizing forecasting, trend analysis, monitoring, and reporting tools. Project management duties including estimating task duration and complexity, developing work plans, and scheduling target completion dates; informing customer and management of project status; coordinating efforts of team members; reviewing adherence to policies and procedures; reviewing results with and motivating team members; and ensuring all work is done in alignment with City and IT long-term strategies. This class is also responsible for performing related duties as required.

Business Solutions Assignment: Gathers requirements and performs limited business analyst responsibilities for the single function or less-complex customer solutions, and independently performs application development, coding and configuration management in alignment with set standards.

Creates, modifies, and maintains websites and web-based applications. Creates test scripts and follows quality assurance (QA) processes resulting in increased percentage of successful implemented changes and reduction in defects. Performs diagnostics and troubleshooting in support of designated applications including custom-built as well as Commercial Off the Shelf (COTS) solutions. The IT Engineer I is expected to have an excellent understanding of one or more of the business solutions supported, and is mentored by the IT Engineer II and III when complexity, risk, or criticality require. Areas included are Business Solutions and Application Development, and Business Analytics.

Desktop, Help Desk, and Service Desk Assignment: Provides skilled technical services in support of installation, configuration, testing, integration, and ongoing support for desktop applications, local desktop printing and peripherals, and mobile devices. Managing inventory of installed software, managing software licensing and creating policies and procedures for upgrades, and working with hardware and software vendors to verify timely product delivery and ensure desktop and mobile devices are installed and ready to operate. Provides telephone or e-mail support, troubleshoots and manages hardware, software, or network problems that can be resolved at first call, recognizes and escalates more difficult problems to tier two support, and logs call activity.

Enterprise Infrastructure Operations and Enterprise IT Assignment: Planning, assessment, and proactive monitoring of platform and environment to meet performance and availability metrics and documenting actions they perform to improve skill transfer/knowledge transfer to secondary in support. Participates in standard testing practices and change management, serving as change owner where applicable and QA processes result in an increased percentage of successfully implemented changes and meet increased availability and performance metrics. Performs diagnostics and engages in troubleshooting for designated platforms and services. The IT Engineer I is expected to have an excellent understanding of one or more of the technologies supported, and is mentored by the IT Engineer II and III when complexity, risk, or criticality require. Areas included are Database; Desktop and Mobile Services; Service Desk; Network; Security; Unified Communications; Server, Storage, and Backup; and PDIT Security.

Enterprise IT GIS Assignment: Gathers requirements and limited business analyst responsibilities for the single function or less complex customer solutions. Independently performs application development and coding and configuration management in alignment with set standards. Performs diagnostics and troubleshooting in support of designated applications, including custom-built, as well as COTS solutions. The IT Engineer I is expected to have an excellent understanding of one or more of the business solutions supported, and is mentored by the IT Engineer II and III when complexity, risk, or criticality require. The IT Engineer I will also create, modify, and maintain web-based applications including participation in standard testing practices and change management, serving as change owner where applicable.

Distinguishing Features: The IT Engineer I class has regular customer interaction, which includes specific assignments and broad project issues for small- to medium-sized projects. This class is distinguished from an IT Engineer II by the latter's responsibility for independently performing highly-technical primary and secondary application or product support, and leading a medium- to large-scale project or multiple small- to medium-scale projects concurrently. The IT Engineer I class is distinguished from an IT Analyst II by its responsibility for independently performing primary and secondary technical application or product support; performing troubleshooting, analysis, coordination

and resolution for more complex problems across a broad range of products and technologies; coordinating with other Department of Innovation and Technology (DoIT) areas to resolve problems if necessary; and for leading small- to medium-sized projects. This class may have a high level of responsibility for the supported applications, products, and projects, and for the success of projects that they lead. This class provides technical and design guidance for projects and systems, and advanced technical guidance may be required from higher-level classes. This class provides technical leadership for one or more specific areas and may provide basic mentoring to IT Technicians and IT Analysts. Employees in this class are required to participate in team on-call support, 24-hours a day, 7-days a week. Some employees in this class may progress by noncompetitive promotion to IT Engineer II by participating in the Information Technology Department's Criteria-Based Development and Promotion Program and meeting specific criteria-based promotion requirements as outlined in the program. This class is FLSA exempt-computer professional. (Part-time employees in this class are FLSA nonexempt.)

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from an accredited college or university with an Associate's Degree in Computer Science, or a related field, such as Engineering or Geography *(by assignment)*. Considerable (3 - 5 years) computer systems experience in at least one of the following technical support areas: Applications, Database, Desktop, GIS, Help Desk, Network, Security, Server, Service Desk, Telecommunications, or Web.

Special Requirements. For this position, an individual receiving a conditional offer of employment from the City of Mesa must pass a background investigation through the City of Mesa Police Department, the Arizona Department of Public Safety, and Federal Bureau of Investigation prior to commencing employment with the City of Mesa *(by assignment)*. Because of the confidential, sensitive nature of information handled, successful completion of a background investigation is required *(by assignment)*. Must possess a valid Class D Arizona Driver's License by hire or promotion date *(by assignment)*.

Substance Abuse Testing. Due to the safety and/or security sensitive nature of the assignment, individuals in this classification shall be subject to pre-employment or pre-placement alcohol, drug and/or controlled substance testing as outlined in City policy and procedures *(Police and Fire and Medical Department Assignments)*.

Preferred/Desirable Qualifications. Customer service and teamwork experience is highly desirable. Supervisory experience may be preferred *(by assignment)*.

ESSENTIAL FUNCTIONS

Communication: Communicates with other City employees, vendors, management, and contractors in order to identify problems or required changes, and to analyze, design, develop, and coordinate the implementation of solutions. Communicates with team members in order to support and improve team

direction and to achieve and maintain effective customer service. May instruct and/or train team members and/or customers related to areas of technical support. Assists in preparing construction drawings *(by assignment)*. Prepares written documents such as technical/support documentation, instructions, project plans, reports, and specifications with clearly organized thoughts using proper sentence structure, punctuation, and grammar in order to communicate with management, team members, and technical users, and to standardize IT processes. Presents ideas clearly, both verbally and in writing, to share acquired knowledge, negotiate and discuss alternatives, and address problems or conflicts. Works courteously with customers in situations that require tact and diplomacy in order to identify and resolve information-related issues.

Manual/Physical: Distinguishes the colors of wires, cables, electronic components, and/or Blue Stake markings to inspect, install, and/or maintain computer equipment and/or input GIS data *(by assignment)*. Enters data or information into a personal computer (PC) to create written documentation and communication, test and debug computer applications, write computer programs, complete IT projects, schedule meetings, research technology, and/or participate in on-line training. Moves hardware weighing up to 50 pounds when necessary to provide the customer with products *(by assignment)*. Operates a motor vehicle requiring a standard Arizona Driver's License to install and maintain computer equipment at customer locations *(by assignment)*. Operates a variety of standard office equipment, such as a PC, printer, facsimile machine, and telephone. Prepares and/or updates maps, schedules, graphs, or similar charts to install computer equipment and/or update records. Installs and/or replaces computer hardware and/or software components in order to maintain and/or upgrade computer equipment or systems *(by assignment)*. Performs physical inventories of computer assets and/or access cards *(by assignment)*. Reviews the work products of others and inspects, monitors, and evaluates information to ensure compliance with standard operating procedures and/or state regulations pertaining to equipment installation and/or records retention. Uses common hand tools such as a screwdriver, tone generator, tone probe, and/or wire cutter to inspect, install, and/or maintain computer equipment *(by assignment)*. Meets scheduling and attendance requirements.

Mental: Conducts research and/or analyzes system-related data to improve system and/or process performance. Provides input to assist in preparing the section budget. Comprehends and makes inferences from written material including technical documentation related to systems software. Understands, interprets, and reads blueprints, construction drawings, equipment specifications, schematic drawings, technical instructions, etc., to inspect projects and accomplish work assignments *(by assignment)*. Learns mainframe and/or PC hardware and/or software through on-the-job training, in a classroom setting, or through other formats such as self-study or computer-based training. Organizes and/or directs the activities of staff members engaged in the installation and maintenance of system hardware and/or software *(by assignment)*. Plans, organizes, and/or directs the activities of enterprise GIS platform and software testing, upgrades, and training elements of various Citywide applications *(by assignment)*. Resolves procedural, operational, and other work-related problems by analyzing the problem and recommending a resolution or correcting the problem. Develops plans related to project work. Coordinates work activities with other City departments. Prioritizes and assigns work to personnel and/or prioritizes own work. Supervises, assigns, and evaluates work of technical staff *(by assignment)*.

Knowledge/Skills/Abilities: *(common to all assignments)*

Knowledge of:

Information Technology Infrastructure Library (ITIL) standards and practices in change and release management, configuration management, service management, and incident management; and information technologies, procedures, and trends.

Skill in:

performing work on one or more assignments simultaneously such as configuration, development, integration, testing, and resolution of problems for systems;
assessing, troubleshooting, and following established guidelines in escalation of hardware, software, and networking problems;
initiating and/or maintaining IRs using an on-line incident management system;
preparing and/or updating system documentation;
controlling changes in system environments to ensure stable and reliable delivery of computer resources;
developing and analyzing data for the purposes of problem resolution and strategic planning; and
implementing, maintaining, and monitoring operating systems and related subsystems.

Ability to:

participate in projects, and lead small projects and activities related to City computer systems, data, and infrastructure;
participate in the design of programs and installing and/or implementing information systems;
design, develop, and implement processes, procedures, and strategies for systems that function or communicate across multiple platforms;
support computing processes executed across multiple platforms and/or networks; and
utilize forecasting, trend analysis, monitoring, and reporting tools.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included do not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.