

INFORMATION TECHNOLOGY (IT) ENGINEER II

JOB DESCRIPTION

Classification Responsibilities: The Information Technology (IT) Engineer II class provides skilled technical services in support of installation, configuration, testing, integration, and ongoing support for City applications or infrastructure requiring an in-depth knowledge of the City's platforms and environment in support of meeting availability and performance goals. This class applies to Business Solutions and Application Development; Business Analytics; Database; Desktop and Mobile Services; Service Desk; Geographic Information System (GIS); Network; Security; Unified Communications; and Server, Storage and Backup.

Common responsibilities and skills include: leadership skills, including performing independent judgment and decision-making, especially related to diagnostics and troubleshooting with enterprise applications or infrastructure; providing quality written and verbal communications/presentations to customer areas and senior leadership in both small and large settings; supervising and coordinating day-to-day activities of technical staff (*by assignment*) of usually three or less direct reports; and performing primary and secondary highly technical application or product support within one of the technical support areas of Business Solutions and Application Development; Business Analytics; Database; Desktop and Mobile Services; Service Desk; GIS; Network; Security; Unified Communications; and Server, Storage and Backup. This class may perform technical and/or project leadership for a medium-to large-size project using the Project Management Office (PMO) standard methodologies or concurrent small- to medium-scale project management. This class is 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 multiple assignments simultaneously such as configuration, integration, development, testing, and resolution of problems for systems; assessing, troubleshooting, and following established guidelines in the escalation of hardware, software, and networking problems; initiating and/or maintaining Incident Reports (IRs) using an on-line incident management system; assisting with research, evaluation, and implementation of new technologies and/or packaged software; installing and supporting hardware and/or software; preparing and/or updating system documentation; controlling changes in system environments to ensure stable and reliable delivery of computer resources; coordinating and mentoring staff; developing and analyzing data for problem resolution and strategic planning; implementing, maintaining, and monitoring systems and their related subsystems; participating in projects and/or leading small- to medium-scale projects and activities related to City computer systems, data, and infrastructure; participating in design, programming, installation, and/or implementation of information systems; planning, analyzing, designing, implementing, coordinating, and scheduling 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 monitoring, forecasting, trend analysis, and/or reporting tools. Ensures all work is done in alignment with City and IT long-term strategies. This class is also responsible for performing related duties as required. Project management duties may include: 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; and reviewing results with and motivating team members.

Business Solutions Assignment: Performs business analyst responsibilities for the targeted customer area. Independently with little oversight, performs application coding and configuration management, and mentors other developers. Excels at test scripts creation and quality assurance (QA) processes resulting in increased percentage of successful implemented changes and reduction in defects. Performs complex diagnostics and troubleshooting in support of designated applications. In applications, this individual may perform business analyst responsibilities for the business solutions area. The IT Engineer II is expected to have a comprehensive understanding of one or more of the technologies supported, and mentors and actively shares this expertise with others. Areas included are Business Solutions and Application Development, and Business Analytics and GIS.

Desktop, Help Desk, and Service Desk Assignment: Ensures desktop computers interconnect seamlessly with diverse systems including associated authentication systems, file servers, email servers, application servers, and administrative systems. Provides expert 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 email support and manages and troubleshoots hardware, software, or network problems that can be resolved at first call, provides tier 2 support, and recognizes and escalates more difficult problems and logs call activity. Develops trends by monitoring and analyzing incoming calls, problems, and support requests. Manages tasks for medium-to large-projects, including project plan development and execution.

Enterprise IT GIS Assignment: Gathers requirements and business analyst responsibilities for the multiple functions or 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 commercial off-the-shelf (COTS) solutions and databases. The IT Engineer II is expected to have a comprehensive understanding of one or more of the technologies supported, and mentors and actively shares this expertise with others. The IT Engineer II will also create, modify, and maintain web-based applications and dashboards including participation in standard testing practices and change management, serving as change owner where applicable.

Infrastructure/Enterprise Operations: Plans, assesses, and proactively monitors platform and environment to meet performance and availability metrics. Plans, coordinates, and ensures firmware and software configurations are in place and monitors performance of specific areas under primary responsibility by proactively taking preemptive measures to minimize interruptions. Documents actions performed to improve skill transfer/knowledge transfer to secondary in support. Performs complex diagnostics and troubleshooting in support of designated platforms. Excels at test scripts and QA processes resulting in increased percentage of successful implemented changes. The IT Engineer II is expected to have a comprehensive understanding of one or more of the technologies supported, and mentors and actively shares this expertise with others. Areas included are Database; Desktop and Mobile Services; Service Desk; Network; Security; Unified Communications; and Server, Storage and Backup.

Distinguishing Features: This class is distinguished from the IT Engineer III by the latter's responsibility to provide the highest technical leadership, primary and secondary support for highly

complex systems or products and may provide leadership for multiple medium- to large-scale projects concurrently. The IT Engineer II is distinguished from the IT Engineer I by its responsibility for independently performing highly technical application or product support, and/or leading medium-to large-sized projects. As experience increases, work may include identifying and documenting business process requirements and automation opportunities, assisting the customer in new project definition, prioritization, and preparation of project documents and management reports. This class has a high level of responsibility for supported systems and projects and may be responsible for the success of medium-to large-sized systems. This class provides technical and design guidance for projects and systems, and highly specialized, advanced technical guidance may be needed from higher-level classes. This class provides technical leadership for one or more specific areas and may provide technical mentoring to any lower-level classes. Incumbents in this class assist management in planning, directing, and coordinating operational or procedural matters to meet goals and objectives and may function as customer liaison, project leader, and/or technical advisor. Employees in this class are required to participate in team on-call support, 24 hours a day, seven days a week. 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 a Bachelor'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, Network, Security, Server, or Web Support.

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 the 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 and polygraph 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 Department Assignment*).

Preferred/Desirable Qualifications. Good (1 - 3 years) project or technical leadership experience is highly desirable and may be required (*by assignment*). Customer service and teamwork experience is also highly desirable. Supervisory experience may be preferred (*by assignment*).

ESSENTIAL FUNCTIONS

Communication: Communicates with other City employees, vendors, management, contractors, and other government agencies in order to identify problems or required changes, communicate recommendations and specifications, coordinate the implementation of solutions, and provide project status reports. Communicates with team members in order to maintain continuity and quality of customer service. Instructs and/or trains others regarding computer systems design, documentation, programming, and/or testing and debugging techniques. Prepares construction drawings (*by assignment*). Prepares written documents such as memos, project plans, technical documentation and specifications, and reports, etc., with clearly organized thoughts, using proper sentence structure, punctuation, and grammar. Works courteously with customers and employees in situations that require tact and diplomacy in order to identify and resolve technical 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 into a personal computer (PC) to create documentation, test and debug computer applications or system software, and/or write computer programs. Moves hardware weighing up to 50 pounds when necessary to provide customers with products (*by assignment*). Operates a motor vehicle requiring a standard Class D Arizona Driver's License to provide on-site technical support at customer locations (*by assignment*). Utilizes Personal Protective Equipment (PPE) such as safety glasses, steel-toed shoes, and hard hats when visiting active construction sites to connect fiber optic cable (*by assignment*). Operates a variety of standard office equipment, such as a PC, printer, telephone, and facsimile machine. Meets scheduling and attendance requirements.

Mental: Assists in preparing the department budget or project budgets (*by assignment*). Comprehends and makes inferences from written material including technical documentation related to system hardware and/or software. Understands, interprets, and reads blueprints, construction drawings, equipment specifications, schematic drawings, technical instructions, etc. to inspect projects and accomplish work assignments (*by assignment*). Conducts research and/or analyzes system-related data to improve system performance. Organizes and directs the activities of staff members engaged in the installation and maintenance of system hardware and/or software. Resolves procedural, operational, and other work-related problems by analyzing problems and recommending resolutions or correcting problems. 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. Supervises, assigns, and evaluates the 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;
government procurement policy and practices;
information technologies, procedures, and trends; and
supervisory practices, procedures, and methods (*by assignment*).

Skill in:

performing work on multiple assignments simultaneously such as configuration, integration, development, testing, and resolution of problems for systems;
assessing, troubleshooting, and following established guidelines in the escalation of hardware, software, and networking problems;
initiating and/or maintaining IRs using an on-line incident management system;
assisting with research, evaluation, and implementation of new technologies and/or packaged software;
installing and supporting hardware and/or software;
preparing and/or updating system documentation; and
controlling changes in system environments to ensure stable and reliable delivery of computer resources.

Ability to:

coordinate and mentor staff;
develop and analyze data for problem resolution and strategic planning;
implement, maintain, and monitor systems and their related subsystems;
participate in projects, and/or leading small-to medium-scale projects and activities related to City computer systems, data, and infrastructure;
participate in design, programming, installation, and/or implementation of information systems;
plan, analyze, design, implement, coordinate, and schedule 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 monitoring, forecasting, trend analysis, and/or 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 does 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.

Revised 1/21

NF/kg/js

CS5244.DOCX (Full-time)

PAY GRADE: 57

CS5265 (Part-time)

PAY GRADE: 57

EEO-Tech

IND-8810, 9410 (*by assignment*)

JOB FCTN-INT

SWORN-No

INCREMENTS 39-200