INFORMATION TECHNOLOGY (IT) ENGINEER III

JOB DESCRIPTION

Classification Responsibilities: An Information Technology (IT) Engineer III is responsible for 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 is responsible for the success of projects and operational systems of any size. The IT Engineer III class is responsible for providing technical mentoring to IT Engineer I's and II's.

Common responsibilities and skills include: leadership skills, including performing independent judgment and decision-making, especially related to diagnostics and troubleshooting with high-risk, enterprise applications or infrastructure; providing quality written and verbal communications/presentations to customer areas, senior leadership, and City Council in both small and large settings; and performing vendor management including relationship and procurement management and vendor accountability. This class performs primary and secondary support for highly complex systems or products within one or more of the technical support areas of Business Solutions and Application Development; Business Analytics; Database; Geographic Information System (GIS); Network; Security; Unified Communications; and Server, Storage, and Backup. This class may perform technical leadership for at least one large-scale project at one time or multiple medium- to large-scale projects concurrently using the Project Management Office (PMO) standard methodologies. Responsibilities may include supervision, employee development, and performance evaluation for three to six direct reports. 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 highly specialized work on multiple complex assignments simultaneously such as configuration, integration, and resolution of problems for highly critical systems that have system-wide or Citywide impact; assessing, troubleshooting, and following established guidelines in escalation of hardware, software, and networking problems; leading and/or participating in strategic and tactical planning activities; researching, evaluating, recommending, and implementing 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, analyzing, and monitoring system metrics, and generating historical or exception data for the purpose of problem resolution and strategic planning; initiating and/or maintaining Incident Reports (IRs) using an on-line incident management system; implementing, maintaining, and monitoring an infrastructure, systems, and related subsystems; leading and participating in medium- to large-scale projects and activities that relate to enterprise solutions to create accurate, cost-effective, innovative, and timely solutions to specific business requirements; participating in the 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; and supporting distributed computing processes run across multiple platforms and/or networks. 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; and utilizing monitoring, forecasting, trend analysis, and/or reporting tools.

Business Solutions Assignment: Leads the business analysis, development, testing, implementation, configuration management, and interface/interdependency management of systems and applications within one or more customer business areas. Performs senior business analyst responsibilities for one or more customer areas. Oversees application coding, providing technical expertise and mentoring to other developers, and establishes standards and best practices for others to follow. Guides test processes and advises technical staff on structure and extent of testing required. Excels at test scripts and quality assurance (QA) processes resulting in an increase in successful implemented changes and reduction in defects. Performs complex diagnostics and troubleshooting in high-risk situations for critical applications. Provides input or assistance in setting long-term technical directions for applications in concert with IT Solution Architects. The IT Engineer III is expected to have a comprehensive understanding of all technologies supported, effectively having the highest technical expertise within the operational group. Areas included are Business Solutions and Application Development, Business Analytics, and GIS.

Infrastructure/Enterprise Operations Assignment: Leads the installation, configuration, and support of one or more City IT infrastructure areas, guiding hardware and software selection, monitoring, and measurement of availability and performance. Plans, coordinates, and ensures firmware and software configurations are in place and monitors performance of the platform proactively, taking preemptive measures to minimize interruptions. Oversees configuration or administrative policies, providing technical expertise and mentoring to other engineers, and establishes standards and best practices for others to follow. Guides test processes and advises technical staff on structure and extent of testing required. Excels at test scripts and QA processes resulting in an increase in successfully implemented changes and increase in availability and performance metrics. Performs complex diagnostics and troubleshooting in high-risk situations for critical applications. Provides input or assistance in setting long-term technical directions for platforms in concert with IT System Architects. The IT Engineer III is expected to have a comprehensive understanding of all technologies supported, effectively having the highest technical expertise within the operational group. 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 II by its increased responsibility for independently performing highly specialized work, technical leadership, leadership on multiple complex assignments, and resolution of problems for highly critical systems that have system-wide or Citywide impact, and/or leading and/or managing large-scale projects. The IT Engineer III class is distinguished from the IT System or IT Solution Architect class by the latter's responsibility for providing architectural leadership, facilitation, analysis, and design tasks, including roadmap responsibilities across IT System or Business Solution designations. Employees in this class are required to participate in team on-call support, 24-hours a day, 7-days a week. Some employees may progress in this class by noncompetitive promotion 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.

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, Quantitative Systems, 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; Unified Communications; Server, Storage, and Backup; Application Development; or Web Infrastructure/Middleware Support.

Special Requirements. Must possess a valid Class D Arizona Driver's License by hire date *(by assignment)*. Because of the confidential, sensitive nature of information handled, successful completion of a background investigation and polygraph is required *(by assignment)*. 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)*.

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. Considerable (3 - 5 years) technical, project leadership, and/or project management experience is highly desirable, and may be required *(by assignment)*. Customer service experience is highly desirable. Teamwork is highly desirable. Supervisory experience may be preferred *(by assignment)*.

ESSENTIAL FUNCTIONS

Communication: Communicates both verbally and in writing with other City employees, vendors, management, and contractors in order to identify problems or required changes; communicates recommendations and specifications; coordinates the implementation of solutions; and provides project status reports. Communicates with team members in order to maintain continuity of customer service. Instructs and/or trains others regarding computer systems analysis, design, documentation, program-ming, and testing and debugging techniques, and ensures adherence to standards. Makes formal presentations to City management and/or the Department of Innovation and Technology (DoIT) management, staff, team members, and customers. Prepares written documents, such as memos, project plans, reports, requests for proposals (RFP's), etc., and technical documentation with clearly organized thoughts using proper sentence structure, punctuation, and grammar. Works courteously with customers in situations that require tact and diplomacy in order to identify and resolve technical issues.

Manual/Physical: 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 ~~Arizona~~ Class D Arizona Driver's License to provide on-site technical support at customer locations *(by assignment)*. Operates a variety of standard office equipment such as a PC, printer, telephone, and facsimile machine. 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)*. 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)*. Meets scheduling and attendance requirements.

Mental: Assists in preparing the unit budget and project budgets *(by assignment)*. Comprehends and makes inferences from written material, including technical documentation related to system hardware and/or software. Conducts research and/or analyzes system-related data to improve system performance. Learns computer 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 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 issues by analyzing problems from a Citywide perspective and recommending resolutions or correcting problems. Conducts research and/or analyzes system-related data to improve system performance. Assists in preparing the unit budget and project budgets *(by assignment)*. Comprehends and makes inferences from written material including technical documentation related to system hardware and/or software. Learns computer hardware and/or software through on-the-job training or in a classroom setting. Supervises, assigns, and evaluates the work of technical staff *(by assignment)*.

Knowledge/Skills/Abilities:

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 highly specialized work on multiple complex assignments simultaneously such as configuration, integration, and resolution of problems for highly critical systems that have system-wide or Citywide impact;
leading and/or participating in strategic and tactical planning activities;
assessing, troubleshooting, and following established guidelines in escalation of hardware, software, and networking problems;
researching, evaluating, recommending, and implementing 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;
implement, maintain, and monitor infrastructure, systems, and related subsystems;
lead and participate in medium- to large-scale projects and activities that relate to enterprise solutions to create accurate, cost-effective, innovative, and timely solutions to specific business requirements;
develop, analyze, and monitor system metrics, and generate historical or exception data for the purpose of problem resolution and strategic planning;
initiate and/or maintain Incident Reports (IRs) using an on-line incident management system;
participate in the 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 distributed computing processes run across multiple platforms and/or networks;
coordinate efforts of team members, review adherence to policies and procedures, and review results with and motivate team members; 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.