



City of Phoenix

SENIOR INFORMATION TECHNOLOGY SYSTEMS SPECIALIST

JOB CODE 09570

Effective Date: 04/13

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to analyze and solve a variety of computer hardware, technical system, and applications system problems. Work involves developing and revising existing techniques for system utilization and performance, including equipment monitoring, system utilization measurement, development and improvement of operating procedures and evaluation of equipment configuration plans. Incumbents in this class handle the broadest aspects of problems and projects including long range equipment acquisition and day-to-day utilization, interfaces between the user and the computer on hardware/software problems, and the provision of advanced training to personnel on various technical matters. This specialist performs under the direction of the Lead IT Systems Specialist or supervisor and work is evaluated on the basis of results achieved.

ESSENTIAL FUNCTIONS:

- Directs and schedules activities required to implement new system hardware and software releases;
- Reviews operating and production procedures to evaluate and measure system performance and effectiveness;
- Diagnoses and solves existing production problems;
- Provides problem analysis support to applications systems and computer operations staff;
- Advises personnel in technical hardware/software matters leading to improvements in productivity;
- Maintains regular and reliable attendance.
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.
- Works more than forty hours in a workweek without additional compensation to perform assigned job duties, including weekends, evenings, early morning hours, and holidays as required.

Required Knowledge, Skills and Abilities:

Knowledge of:



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- Computer software systems monitoring and analysis techniques.
- Hardware and technical software operations for a large-scale and/or public safety computer installation.
- Machine and assembly level languages.
- Technical project planning and monitoring techniques.
- Data access control techniques.

Ability to:

- Analyze and diagnose problems related to the operating system and develop effective solutions.
- Develop and implement plans and procedures for hardware and software installation and operation.
- Work cooperatively with other City employees and the public.
- Comprehend and make inferences from written material in the English language.
- Monitor or observe data to determine program problems.
- Remain sitting for long periods of time while working at a computer terminal.
- Enter data or information into a terminal, PC or other keyboard device.
- Work safely without presenting a direct threat to self or others.

Additional Requirements:

- Appointment to positions in the Police Department are subject to meeting appropriate polygraph and background standards.
- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment, or shift.

ACCEPTABLE EXPERIENCE AND TRAINING:

Two years of experience as an Information Technology Systems Specialist involving database management and on-line telecommunications and a bachelor's degree in computer science, math, or a related field. Other combinations of experience and education that meet the minimum requirements may be substituted.