



City of Phoenix

LEAD INFORMATION TECHNOLOGY SYSTEMS SPECIALIST

JOB CODE 09580

Effective Date: 4/97

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to supervise and participate in administrative and technical research studies and the evaluation, development, use, and/or maintenance of technical system hardware/software including operating systems, executive programs, transaction processors, data base management systems, message switching systems, utilities, and related software. The incumbent participates on design review boards; reviews systems designs to ensure adherence to established policies and procedures; advises other personnel on technical software/hardware matters; assists the Administrator in determining the need and scope of study for Technical Service Requests (TSR's); and designs and implements TSR projects, or assigns projects to appropriate personnel. The Lead IT Technical Systems Specialist works with considerable freedom in technical support areas under the general supervision of a technical services administrator or technical systems supervisor, and performance is evaluated on the basis of results achieved.

ESSENTIAL FUNCTIONS:

- Coordinates and supervises the work of technical systems staff;
- Coordinates, assigns, performs, and reviews technical software development projects;
- Provides problem analysis support of applications systems development and computer operations;
- Advises the department in technical/software matters;
- Solves existing production problems;
- Evaluates computer performance and effectiveness;
- Reviews all new or revised application development projects for conformance to established technical system operations standards;
- Participates in, or assists in the coordination of, technical system planning and budgeting, and acquisition and acceptance of new equipment and software to determine the relative cost/benefits;
- Coordinates or participates in the technical review of operating/production procedures;
- Provides instruction to employees on new procedures, techniques, equipment, and software;



City of Phoenix

- 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:

- Hardware, technical software, and operation for a large computer installation.
- A high level language such as COBOL or FORTRAN.
- Technical project planning and monitoring techniques.
- Data base management and telecommunications systems.

Ability to:

- Perform a broad range of supervisory responsibilities over others.
- Develop and implement plans, policies, and procedures for hardware and software installation and operation.
- Design and implement specialized technical software in support of applications or technical systems.
- Communicate orally with customers, co-workers, and vendors in face-to-face, one-on-one settings, in group settings, or using a telephone.
- Comprehend and make inferences from written material in the English language.
- Enter data or information into a terminal, PC or other keyboard device.
- Work safely without presenting a direct threat to self or others.
- Produce written documents with clearly organized thought using proper English sentence construction, punctuation, and grammar.
- Work cooperatively with other City employees.
- Monitor or observe data to determine program problems.
- Remain sitting for long periods of time while working at a computer.

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:



City of Phoenix

Three years of experience developing, evaluating, using, and maintaining technical system hardware and software 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.