



City of Phoenix

LEAD USER TECHNOLOGY SPECIALIST

JOB CODE 09780

Effective Date: Rev. 05/13

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to supervise, plan, and support information technology activities and to support the technical requirements of computerized and networked systems and applications, and/or telecommunications networks. Duties include participating in administrative and technical studies and reviewing the development, modification, utilization, and/or maintenance of local area network (LAN), wide area network (WAN), mini-mainframe, server, and workstation computer users, which may include establishing computer aided dispatch (CAD), emergency response, and other systems. This includes operating systems, applications packages, network/communications systems, database management systems, utilities, and related software. The incumbent works with considerable freedom in technical support areas under the general supervision of a Lead Information Technology Systems Specialist, Information Technology Project Manager, Deputy Director, or an administrator.

ESSENTIAL FUNCTIONS:

- Supervises and coordinates the work of professional, technical, and non-technical staff;
- Prepares preliminary and long-range plans, estimates, and budgets;
- Works closely with vendors and contractors to ensure equipment and services procured and installed meet requirements and specifications;
- Works with department representatives to develop cost effective solutions that meet operational requirements;
- Advises department in technical hardware/software matters as defined above;
- Analyzes, documents, and assists in publishing and maintaining administrative and system standards in conformance with information technology industry standards;
- Provides analysis support to users and long-range planning;
- Reviews projects for conformance to established administrative, technical system, and operations standards;
- Reviews proposed equipment and software proposals to determine the relative cost/benefit;
- Oversees and/or evaluates computer systems and/or telecommunications network performance and effectiveness;



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- Oversees and/or evaluates and recommends system data and network security and access control to ensure the effective control over network utilization and to minimize unauthorized activities;
- Provides information and training opportunities to employees on new procedures, techniques, equipment, and software;
- Designs and prepares plans and develops specifications for current and future City systems, including computer-assisted command and control systems;
- Manages telecommunications and microwave system networks using a host of protocols; such as LAN/WAN, Telecommunications, microwave, access control and building automation;
- 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:

- Local Area Network (LAN), Metropolitan Area Network (MAN), and/or Wide Area Network (WAN) technology management, server options, routing protocols, and switching hardware.
- LAN, WAN, mini-mainframe, server, CAD, emergency response, and workstation computer hardware and software systems evaluation and troubleshooting techniques.
- Hardware, technical software, and utilities for LAN, WAN, mini-mainframe, server, CAD, emergency response, and workstation computer hardware and software systems.
- Technical project planning and monitoring techniques.
- Techniques, methods, and procedures for integrating LAN, WAN, mini-mainframe, server, CAD, emergency response, workstation computer, remote access requirements, hardware and software systems into user operational environments.
- Database management and telecommunications systems.
- System development methodologies.
- Ability to:
- Comprehend and make inferences from material written in the English language.
- Learn job-related material through oral instruction, observation, structured lecture, and reading in the English language.
- Produce written documents in the English language with clearly organized thoughts using proper sentence construction, punctuation, and grammar.



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- Perform a broad range of supervisory responsibility over others.
- Develop and implement plans, policies, and procedures for hardware and software installations and operation.
- Acquire and utilize specialized technical software in support of LAN, WAN, mini-mainframe, server, CAD, emergency response, and work station computer hardware and software operational systems.
- Remain in a sitting position for extended periods of time.
- Analyze, interpret, summarize, and report research findings.
- Identify, plan, and conduct training sessions for other technical staff.
- Lead web-based initiatives.
- Manage, make recommendations and decisions for a complex computer-based projects, budgets, and expenditures.
- Enter data or information into a terminal, PC, or other keyboard device.
- Work cooperatively with other City employees.
- Work safely without presenting a direct threat to self or others.
- Move heavy objects such as pieces of equipment weighing 20-50 pounds or more short distances (20 feet or less).
- Use standard computer aided dispatch (CAD), word processing, spreadsheet, database, and messaging software.
- Review and/or check the work products of others to ensure conformance to standards.
- Analyze situations accurately and adopt an effective course of action.

Additional Requirements:

- Appointments to some positions are subject to appropriate polygraph and background standards.
- Some positions require the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage.
- Some positions will require the performance of other essential and marginal functions based on work location, assignment, or shift.
- Some employees who are trained and certified to climb towers will be called upon occasionally to utilize that skill in the routine performance of their duties.

ACCEPTABLE EXPERIENCE AND TRAINING:

Two years of professional level experience providing technical support for system infrastructure and/or software, plus one year working in a large-scale environment and supervising highly technical staff, and a bachelor's degree in computer science, math,



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electronic systems engineering or a related technical field; or four years of technical experience in electronics, radio frequency, or telecommunications engineering, plus a bachelor's degree in electrical, electronics, or telecommunications engineering. Other combinations of experience and education that meet the minimum qualifications may be substituted.